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ABSTRACT

During the spring of 1986, the Association of Research Libraries (ARL) surveyed 32 of its members, selected on the basis of their interlibrary loan (ILL) activities and programs, in an effort to gather documents regarding online ILL services and cooperative borrowing/consortium activities. Of the 22 respondents, all conduct at least part of their ILL activities electronically, and all are involved in one or more cooperative borrowing arrangements. It was found that 9 of the responding libraries have individual arrangements with local libraries; 6 participate in regional consortiums; 15 participate in statewide agreements; 13 participate in statewide networks; 22 participate in RLIN (Research Libraries Information Network) or OCLC (Online Computer Library Center); 3 are involved in subscription-based activities; and 15 participate in other types of cooperative borrowing arrangements. The ARL library ILL documents presented in this kit include 5 annual reports, 3 statistical summaries, 3 organization charts, 7 policy statements and fee schedules, 3 ILL codes, 6 summaries of cooperative programs and services, and 3 documents related to telefacsimile projects. A Call for Documents on Interlibrary Loan Trends form, list of ARL libraries responding to the survey, and an evaluation sheet for this ARL Systems and Procedures Exchange Center (SPEC) kit are also provided. (KM)

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spec flyer
#127, September 1986 OMS
Systems and Procedures Exchange Center
ISSN 0160 3582

INTERLIBRARY LOAN IN ARL LIBRARIES

As with acquisitions and cataloging operations, interlibrary loan has changed greatly over the past ten years with the advent of automation. The ability to electronically initiate, verify, and respond to interlibrary loan requests is now the norm rather than the exception among research libraries. This development has led not only to a dramatic increase in the number of ILL requests, but also has affected procedures, organizational structures, and policies. Online systems have encouraged better communication among libraries, and have increased users' awareness of the collections of major research libraries. As a result, interlibrary loan departments are able to provide greater access to more materials. There also has been an upsurge in cooperative borrowing agreements and consortium arrangements.

SPEC Kit #127, Interlibrary Loan in ARL Libraries, is based on the results of a Spring 1986 survey of 32 members of the Association of Research Libraries (ARL), selected on the basis of their ILL activities and programs. The survey was designed to gather documents regarding online ILL services and cooperative borrowing/consortium activities. Of the 22 respondents, all conduct at least part of their ILL activities electronically, and all are involved in one or more cooperative borrowing arrangements. More detailed survey results are presented in the Kit.

ONLINE ILL SYSTEMS. Beginning in the late 1970s as a growing number of libraries began using online ILL services, the volume of transactions increased dramatically. The reasons behind this growth are complex. Because of the increase in online database searching, users are discovering more resources available outside the library, which they are then requesting through ILL. At the same time, online ILL systems make verification and the task of locating desired items easier, which allows for more efficient processing of records, shorter turn-around-time, and a higher success rate in responding to requests. All these factors lead to better service and improved access to materials, which in turn encourages patrons to use and rely on ILL services repeatedly. Over the past five years, most libraries using online services have experienced an increase in their ILL requests of at least 20 percent, and some libraries have reported increases of more than 50 percent. In the early 1980s, most ILL requests were still received by mail. Now, libraries using online services generally receive and send at least 70 percent of their requests electronically.

STAFFING. While decreasing the amount of paperwork, the use of online systems has not necessarily decreased the number of staff positions needed to process ILL requests. Most libraries have rearranged their staffing by eliminating clerical positions geared to manually processing requests. However, libraries also have increased staff positions designed to facilitate the sending and receiving of requests electronically. As the number of ILL requests has increased, libraries have expanded the number of staff for retrieving requested materials from their collections and preparing these items for mailing.

In response to the use of online systems and the growing number of requests, libraries generally have reconfigured their staffing in one of two ways. Some libraries have made the decision to upgrade their clerical positions in recognition of the expertise needed to operate electronic systems effectively. Other libraries have eliminated full-time clerical positions and replaced them with one professional librarian or one high level clerical who supervises student employees handling routine ILL procedures.

Another emerging pattern is the establishment of separate units within ILL departments for lending and for borrowing. Many libraries have created a third unit to manage cooperative borrowing activities. The increase in ILL traffic has led some libraries to place the responsibility for the sending and receiving of mail under the ILL department.

POLICIES AND PROCEDURES. Online systems have allowed libraries to streamline ILL operations, thereby increasing efficiency. Many libraries have entirely eliminated

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manual record keeping and are maintaining all records and statistical files electronically. In response to this rise in efficiency, many libraries are no longer placing limits on the number of ILL requests which patrons may submit. However, libraries generally are still following the procedures outlined in the "ALA Interlibrary Loan Practices Handbook" (1984), which includes sections on ILL electronic formats.

Another increasingly popular policy is for libraries to refer routine ILL requests to libraries closer geographically to the borrower. This policy has especially been used by large research libraries whose records are online and who are being inundated by requests for books which are held in collections elsewhere.

FEES. A pattern is emerging whereby libraries are either initiating or increasing ILL fees, particularly if negotiated cooperative agreements do not exist. These increased fees are designed to control workload, as well as to generate funds for additional staff and/or electronic equipment. For libraries that do charge, a common fee appears to be $10.00 to $15.00 per transaction. Some libraries charge different rates for in-state and out- of-state requests. Between 1984 and 1985, many libraries raised their fees, which may explain the slight drop in ILL requests of some institutions after 1983.

COOPERATIVE AGREEMENTS. The popularity of cooperative borrowing and consortium agreements seems to be on the upswing, especially at the state and intra-state levels. Libraries involved in such activities usually coordinate their online services to allow access to one another's holdings records as well as to facilitate ILL communications. Most cooperative borrowing and consortium agreements establish procedures whereby participating libraries receive priority when submitting requests and are charged lower than normal fees.

In addition to sharing costs, consortium arrangements also can be designed to include a central facility which handles the ILL activities for all member libraries. This eliminates the necessity for each library to operate its own ILL office. Each member library provides financial support to cover operating expenses and staffing for this central facility.

TRENDS AND ISSUES. The dominant trend in ILL services over the past decade is readily apparent: As online systems have facilitated ILL operations and improved the quality of services, ILL traffic in research libraries has increased dramatically. Although sending and receiving more requests, libraries -- with the help of online systems and cooperative agreements -- are processing requests more efficiently and delivering requested materials to patrons in a shorter period of time.

A major issue confronting research libraries today is how to cope with the financial and workload ramifications of providing expanded access to materials through ILL. As ILL volume increases, libraries are investigating new methods of financing these services. One approach is to share costs through negotiated contracts on a regional or consortium basis. Another approach is structured user fees, which can serve to help patrons prioritize their requests. However, a ceiling needs to be placed on these fees so as not to limit ILL services to a select group of patrons. Fee- based subscription programs, which can be used to collect equitable fees from commercial enterprises, do not seem to have been widely-adopted as yet.

The increasing number of cooperative borrowing and consortium agreements among libraries is a trend that relates to more than cost-sharing. Through electronic communication, libraries can work together at the local, state, and even national levels to rationalize and streamline their ILL activities. The details of these cooperative arrangements vary, but one common theme appears to be the use of compatible online systems. It is important to note that an increasing number of libraries are subscribing to both RLIN and OCLC in order to gain to as many record holdings as possible.

One trend whose direction is not yet clear is the use of telefacsimile equipment to transmit photocopied materials. As demonstrated in the Kit, several libraries have adopted or experimented with telefacsimile equipment, with mixed results. Although this technology is ideally suited to ILL activities, problems have arisen. The technology has not yet been perfected. Libraries have experienced difficulties in transmission and have not been able to rely on consistent performance. Also, the initial investment in a telefacsimile machine (approximately $2500) is an obstacle for many institutions. Since the majority of libraries have not yet purchased telefacsimile equipment, ILL departments cannot yet look upon this technology as a standard form of communication. However, the use of telefacsimile equipment is definitely an emerging option, especially among libraries with users willing to pay added costs or those involved in cooperative borrowing and consortium agreements.

The SPEC Kit on Interlibrary Loan in ARL Libraries, (#127, September 1986, 118 pages), contains SPEC survey results, five annual reports, three examples of statistics, three organization charts, seven policies and fee schedules, three codes, six descriptions of cooperative programs and services, three reports on telefacsimile projects, and a bibliography. (A previous SPEC kit on this subject was issued in March 1983. Although out- of-print from the publisher, *SPEC Kit #92 on Interlibrary Loan* remains available in microfiche from ERIC as ED 232 695.)

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This flyer/kit was prepared by
Joan S. Howland, Associate Director,
Law Library, School of Law, University of California at Berkeley,
as part of the OMS Collaborative Research/Writing Program.

SPEC Kits (ISSN 0160 3582) are available by subscription through subscriptions services or direct from the publisher. Individual issues cost $20.00, plus $5.00 postage outside the U.S., through distributors or direct. (ARL member price $10.00.) Prepayment is required. If ordering direct, send check payable to "ARL Office of Management Studies" to: SPEC, Office of Management Studies, 1527 New Hampshire Ave., N.W., Washington, D.C. 20036. Order by Kit Number and Title. Direct Order Forms listing back issues and Subscription Forms are available from the same address.

USES OF SPEC KITS

The Systems and Procedures Exchange Center (SPEC) is a clearinghouse operated by the Association of Research Libraries, Office of Management Studies that provides a central source of timely information and materials on the management and operations of large academic and research libraries. It facilitates the exchange of knowledge and documents through SPEC Kits, which are distributed ten times each year to ARL members and other interested libraries. The Kits include topically-arranged groupings of unedited primary source documents – selected for their value to administrators and decision-makers – that illustrate a wide range of alternative approaches to specific issues.

Kit documents come from general membership surveys and from selected libraries contacted directly by SPEC, and most Kits are produced within six months of surveys. The documents' value comes from their variety of ideas, methods, and solutions. They are not viewed as finished products, but rather as points of departure for a library's planning efforts and as stimulants to innovative approaches to problem-solving. As such, Kits do not present answers or prescriptions for any one library; instead they illustrate how selected ARL members are planning for or dealing with particular issues. The worth of any one Kit to a particular library will depend upon the specific topic covered and the library's stage of development in that area.

Materials are selected according to the following criteria:

- Presents an approach of potential value to administrators and decision-makers
- Timely, and dealing directly with the topic under consideration
- Probability of application of ideas or thinking to other library situations
- Illustrative of actual practice, rather than theoretical
- Understandable, readable communication

All together, the materials should provide a range of alternative approaches that complement each other, provide variety, and stimulate comparison and contrast.

Libraries can take advantage of the Kit compilations in a number of ways. Administrators can evaluate the assumptions, methods, and results of other libraries' approaches; compare and contrast them; and use the learnings in their own situations. Library staff members can use the kits as professional development and current awareness tools. Committees and task forces can use them to begin a review of current practices. And the Kits can identify other persons or places to contact for further information. Back-up files in the SPEC office also are available for loan to member libraries. In addition, SPEC will conduct on-demand surveys or analyses geared specifically for a single library.

EVALUATION

Kit Title/Number ______________________

1. Which uses did the library make of this Kit?

2. Please indicate how useful the Kit was for these purposes.

☐ Very Useful ☐ Quite Useful ☐ Somewhat Useful ☐ Not Useful

3. Do you have suggestions for this Kit or for future Kits?

(optional)

NAME ______________________

LIBRARY ______________________

PHONE ______________________

Please return this form to the SPEC Center, OMS/ARL, 1527 New Hampshire Ave., N.W., Washington, DC 20036.

1/82

INTERLIBRARY LOAN IN ARL LIBRARIES
#127, September 1986

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OMS
Office of Management Studies, Association of Research Libraries
• 202-232-8656

CALL FOR DOCUMENTS ON INTERLIBRARY LOAN TRENDS

May 12, 1986

NAME OF CONTACT PERSON FOR ILL ______________________ TITLE ________________

PHONE (A.C.) ______________ LIBRARY/INSTITUTION ____________________________

1. Does your library use online services for ILL?
    ____ YES
    ____ NO

DOCUMENTS REQUESTED:

Statistics for ILL trasactions from 1980 to present, to allow us to trace changes in numbers of requests, comparative response times, etc.

Reports comparing computer-generated requests vs. manually-generated requests; reports on turn-around time necessary for processing using either or both systems.

Reports on effect of online searching on staffing levels and organization.

Information on changes in procedures necessitated by the introduction of online services.

Data on financial ramifications of implementing and operating online ILL services.

2. How many cooperative borrowing arrangements/activities is your library involved in? (Exact figures are not required; however, we do wish to compare results with the the 1982 SPEC survey.)

Please report number of arrangements according to the following categories, which are similar to those used in the 1982 SPEC survey:

NUMBER OF ARRANGEMENTS

________ Local Libraries (individual arrangments)
________ Regional Consortium
________ State-Wide Agreements
________ Networks (e.g., Amigos, Palinet)
________ Utilities (OCLC, RLIN)
________ Subscription-Based Networks (NEW 1986 CATEGORY)
________ Other (specify) ______________________________

DOCUMENTS REQUESTED:
Descriptions of the cooperative borrowing activities

Reports and/or data on the effect of cooperative borrowing on:
borrowing statistics,
resource-sharing activities,
use of online services,
library budgets,
quality of service
subscription agreements

CONTINUED ON NEXT PAGE

LIBRARY ____________________

3. We will be also be analyzing emerging trends and issues related to ILL, such as:

Overall increases or decreases in ILL activities and the effects of these changes on ILL efficiency and management;

Impact of new technology such as telefacsimile equipment;

Types of staffing being used for ILL activities;

Fee structures.

DOCUMENTS REQUESTED FOR ANALYSIS OF ABOVE ISSUES:
Annual Reports, Written Policies, Procedural Manuals,
Cooperative Borrowing Agreements, and Fee Schedules

ADDITIONAL COMMENTS:

MAIL DOCUMENTS AND THIS SURVEY FORM TO:

Joan Howland, Collaborative Research-Writer
Law Library Room 232, School of Law (Boalt Hall)
University of California
Berkeley, California 94720
PHONE 415 642-4044

In order to issue a kit in Fall 1986, we will need materials by June 30, 1986.

RESULTS OF THE SPEC SURVEY:
Interlibrary Loan Trends in ARL Libraries
1986

Number of libraries providing information: 22

Question #1:
Does your library use online services for ILL?

22 Yes (100%)
No

Question #2:
How many cooperative borrowing arrangements/activities is your library involved in?

Please report number of arrangements according to the following categories:

Local Libraries

Nine libraries reported individual arrangements with local libraries. These arrangements were generally agreements with other major academic institutions in the same locality such as the agreements between Stanford and the University of California at Berkeley.

Two libraries reported numerous local agreements aimed at facilitating the interlibrary loan of medical and science-oriented materials - John Hopkins University (10 agreement) and SUNY Buffalo Health Sciences Library (27 agreement).

Regional Consortiums

Six libraries participate in regional consortiums which generally involve interlibrary loan between libraries in adjoining states such as the agreement between the University of Wisconsin and the University of Minnesota.

State - Wide Agreements

15 libraries reported participation in state-wide agreement. These agreements are mainly between major research libraries within the same state such as the Connecticut Instra-State Consortium, the Lincoln Trail Libraries system in Illinois, and the New York State Interlibrary Loan System.

Networks

13 libraries participate in networks which are generally state-wide such as ILLINET, OHIONET, MINITEX, and INCOLSA. Other reported network arrangements include AMIGOS, PALINET, and CARLA.

Utilities

Each of the 22 libraries responding to the survey reported participation in either RLIN or OCLC. 20 libraries participate in RLIN and 12 libaries participate in OCLC. 10 libraries participate in both OCLC and RLIN.

Subscription - Based Networks

Only three libraries, John Hopkins University, SUNY Buffalo and the University of California at Berkeley reported involvement in subscription based activities.

Other

15 libraries participate in other cooperative borrowing arrangements such as the University of Wisconsin dissertation lending agreement with 8 other ARL libraries.

List of ARL Libraries Responding

Brown University
California, Berkeley, University of
California, Davis, University of
Columbia University
Cornell University
Dartmouth College
Harvard University
Illinois, University of
Indiana University
Iowa, University of
John Hopkins University
Michigan, University of
Minnesota, University of
Northwestern University
Ohio State University
Pennsylvania, University of
SUNY, Buffalo
Stanford University
Texas, University of
Vanderbilt University
Wisconsin, University of
Yale University

Annual Reports

VANDERBILT UNIVERSITY
INTER-OFFICE CORRESPONDENCE

Date: March 3, 1986

To: Timothy Richards and Frances Hardie

From: Jim Toplon and Martha Young

Subject: C.L.A.C. Interlibrary Loans Study Results

We are pleased to submit the results of our study of Interlibrary Loan Service.

Volume of requests. Interlibrary loan activity nationwide has increased substantially in recent years. Reasons often given include the proliferation of published material vis-à-vis reduced buying power of collection-building funds; the related emphasis on research at academic institutions; the increased accessibility of bibliographic information from computer search services and online databases such as Dialog and OCLC; and the related growth of less restrictive and more efficient document delivery and ILL capabilities at many institutions--including, certainly, Vanderbilt. The enclosed graph "Interlibrary Loan Service Borrowing and Lending: 1980/1981 - 1985/1986" illustrates that we have participated in the general increase in ILL activity, both as a lending and a borrowing library. Borrowing increased over 70% and lending over 50% between 1980/81 and 1984/85, with continuing growth expected.

The detailed interlibrary loan statistics for last year (attached) characterize the composition of the totals we report, and some of the more interesting relationships between our lending and borrowing volume . We submit similar figures for December, 1985 and the cumulative fiscal year, on which are based the projections for the rest of the 1985/1986 year.

For whom do we borrow? Interlibrary Loan Service borrows for any faculty, graduate students and staff of Vanderbilt. Of the 4,543 borrowing transactions completed by Interlibrary Loan in 1984/1985, about ½ were undertaken for direct patrons of the Central Library, and another 20% for Science Library patrons. The remaining transactions (nearly one third) are accounted for by requests from patrons primarily served by other library divisions, or whose departments do not directly fund the Central/Science Library. Attached are a listing and a summary of "Interlibrary Loan Borrowing Transactions by School (Library) Affiliation of Borrower: 1984/1985 Fiscal Year."

Turnaround time. From January 22 through February we recorded the days elapsed between receipt of patrons cards and transmission of resulting ILL requests, to measure the time spent in processing. Requests acted on the same day counted as zero. Of the 563 requests handled, 65 took 1 or more days to process; on the average, same-day service was provided:

Turnaround Time--Processing Borrowing Requests

Number of Requests at Number of Days Elapsed:					Total Number:		Average #-
0	1	2	3	4+	Requests	Days	Days / Request
498	61	3	1	0	563	70	0.124 days

During the same period we measured, for requests submitted at the Science Library, the number of days it took for each card to reach the ILL office from the time the patron completed the card. 61 of the 78 Science requests arrived later than the same day; on the average, delivery of verified requests was made the day after the patron submitted:

Turnaround Time--Science Library Verification and Delivery

Number of Requests at Number of Days Elapsed:					Total Number:		Average Number
0	1	2	3	4+	Requests	Days	Days per Request
17	55	6	0	0	78	67	0.859 days

Costs. Taking the expenditures and income charged directly to ILL for 1984/1985, we allocated individual salaries (including fringe benefits) between lending and borrowing on the basis of estimated time spent on either activity, and apportioned other expenses based on appropriate criteria (generally, the proportion of borrowing to lending volumes). About $40,000 of the nearly $70,000 spent for ILL was used for borrowing, yielding a cost of $7.47 for each item received, or $9.85 for each filled request.

Costs of Interlibrary Loan Borrowing and Lending

Category	Criterion	Borrowing Amount	Lending Amount	Total Spent
Salary/Fringe	a.			
Postage	b.			
Photocopying				
Borrowing	Paid invoices			
Lending	Copies made			
Office Supplies	c.			
OCLC Fees				
Borrowing	Nature of charge			
General	d.			
Photocopy income				
From other libraries; deducted from borrowing expense				
Other	Various			
Portion of Total Spent:		59%	41%	

Unit costs	Borrowing	Lending
Per transaction (filled/unfilled)	$8.15	$2.31
Per filled transaction	9.85	4.28
Per item (piece) received/sent	7.47	3.94

Criteria: Legend

a. Salaries and fringe apportioned according to estimated time spent on borrowing vs. lending: Supervisor 75% borrowing / 25% lending; LAIII 70%/30%; Part-time 85%/15%; Temporary 10%/90%; Student 0%/100%.
b. Postage based on number of pieces sent.
c. Office supplies based on number of transactions.
d. OCLC general fees based on number of items handled on the ILL Subsystem.

To whom do we lend? Both the sums invested in lending and the importance of reciprocity to the practice of interlibrary loan give weight to the question of to which libraries we lend. For the present study we catagorized a sample of one sixth of 6,180 filled transaction records (including for photocopies sent) on file for 1984/1985, and found not surprisingly that nearly three fourths were done for other college and university libraries:

Lending, by Type of Borrowing Library

Type of Library	Sample	Portion of Sample	Distribution to Total
College/University	758	73.6%	4,548
Public Libraries	163	15.8	978
Government	67	6.5	402
Corporate/Private	39	3.8	234
Other (Foreign)	3	0.3	18
Totals:	1,030	100.0%	6,180

We attach also two tables which examine the same requests from other angles. "Lending and Borrowing Statistics by Library Class" shows how much of our lending (and borrowing) is performed for libraries in several classes of affiliation. For example, about one fourth of the items we loaned were sent to other Tennessee libraries, and 60% of our lending is to libraries which are in-state, or share membership in ARL or ASERL. (These proportions seem to vary substantially over time, but clearly "most" of our lending is to libraries with which we perceive an important affinity.)

"Frequency of Lending and Borrowing, by Institution" is a ranking of our dozen top-volume borrowers. We are an important source for the Nashville Public Library, which acts as a kind of clearinghouse for public library borrowers in Tennessee; we have a special relationship with Oak Ridge National Laboratory. Otherwise, our biggest "customers" are all academic libraries, and generally southeastern libraries.

Summary and comments. Interlibrary Loan Service at Central/Science Library is evolving rapidly to adjust to changes in its institutional and national environment. Recent additions to ILL staff and improvements in technical (mainly microcomputer) resources have lessened what was an increasingly overbalanced lending burden, allowing better attention to be paid to the primary goals of service to Vanderbilt patrons.

While ILL staff seems now adequate to present lending and borrowing, we anticipate increases in both the amount and the scope of ILL activity, and feel that working space and computer equipment needs will become more pressing as we strive to realize a level of service which will match developing potentials.

By its nature, ILL service will always be limited by the cooperative capabilities and attitudes of the libraries from which service is obtained, and by our formal and informal obligations to them.

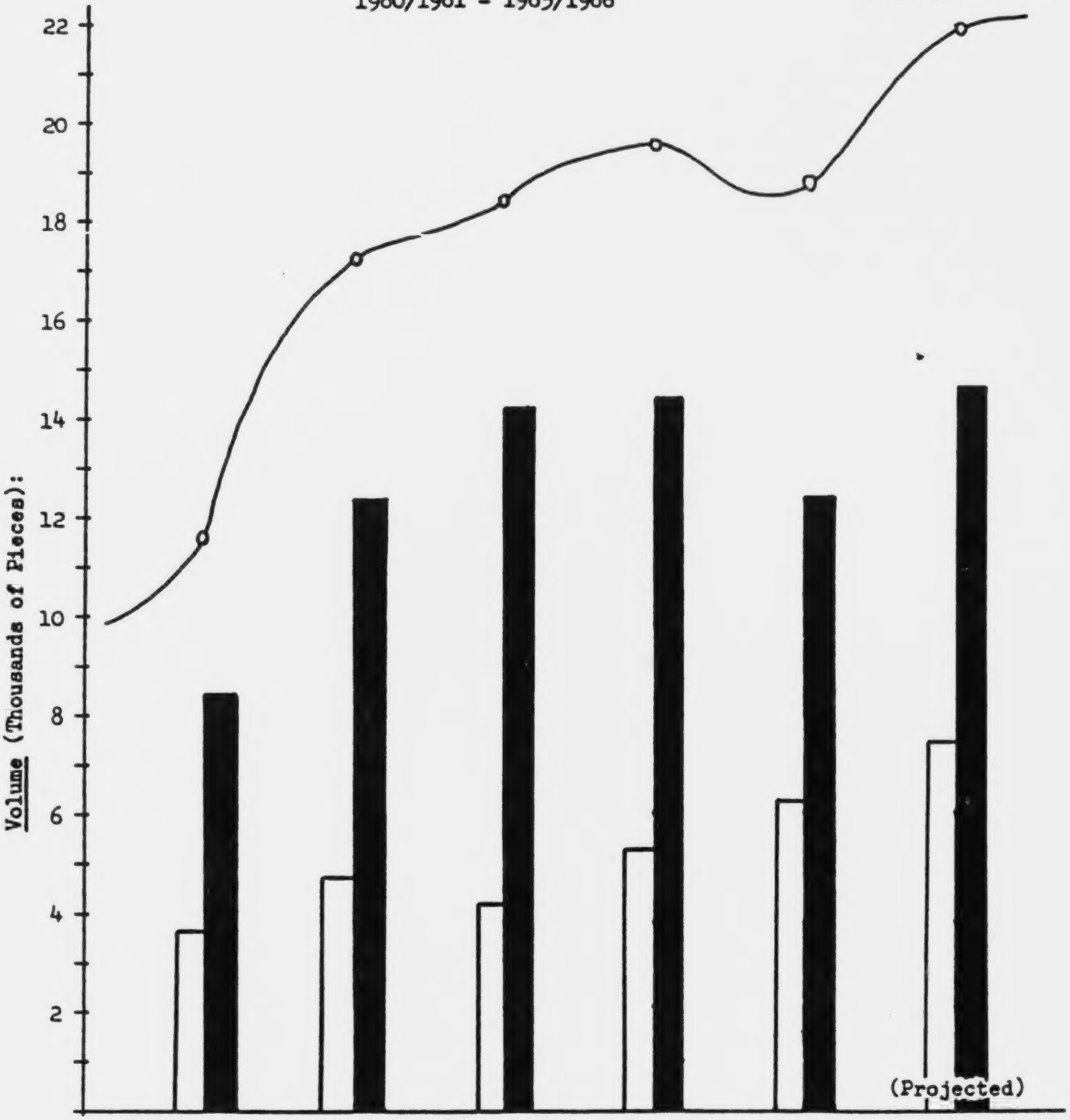
We will be happy to share our feelings and observations on the present and future state of Interlibrary Loan Service; please let us know if any further information will be helpful.

The Jean and Alexander Heard Library

Vanderbilt University

Central Library
419 21st Avenue South
Nashville, TN 37240-0007
615/322-2664

Interlibrary Loan Service
Borrowing and Lending
1980/1981 - 1985/1986



Year:	1980/1981	1981/1982	1982/1983	1983/1984	1984/1985	1985/1986
Borrowing:	3,623	4,832	4,181	5,297	6,217	7,400
Lending:	8,330	12,402	14,183	14,388	12,533	14,600
Total:	11,953	17,234	18,364	19,685	18,750	22,000

Borrowing ☐ Lending ■ Total volume ——

INTERLIBRARY SERVICES AND EXTERNAL RELATIONS

A. Interlibrary Loan

There is a significant increase this year over last year's statistics (see Appendix V.1-4). Interlibrary lending received 17,458 requests and filled 12,420 (71.14%). Interlibrary borrowing sent 6,093 requests and received 4,375 (71.80%). Statistics from other UC Davis units have also increased.

In July 1984, OCLC informed us that we would not be able to use their ILL subsystem if we were not cataloging on it. This was detrimental to our operations because we relied heavily on OCLC for bibliographical verification and locations of material. RLIN is not as useful for these two functions, but its ILL subsystem is better than OCLC's.

After OCLC "deaddressed" us, our case for acquiring an RLIN terminal in the ILL office became stronger. For four years the ILL staff had to use the terminals in the technical services departments, and scheduling was very tight. As a result, there was never enough time for efficient use of the system, and this resulted in a backlog for ILL.

An RLIN terminal was installed in the ILL office in January, and there has been a significant increase in statistics. Lending had received 2,570 requests on RLIN last year compared to 3,169 this year. Borrowing sent 546 requests on RLIN last year compared to 890 this year. Bibliographic searching has also increased. Government Documents, Humanities/Social Sciences, and Biological/Agricultural Departments all make full use of the RLIN terminal in ILL. The schedule is adequate.

In July, 1984, we began charging private corporations $10.00 for each title lent to them. $4,000.00 was received from these loans to private corporations this year.

Interlibrary Loan assumed the responsibility for the supervision and hiring of the UC Berkeley Expediter in October. Previously, this position was a half time LA I supervised by UCB and had no interaction with the UC Davis Interlibrary Loan Unit. UCB was getting a large number of negatives for material owned by UC Davis because their expediter worked only half time, and at times when most UC Davis Library Units were closed.

UCB decided to fund a full time LA II position comparable to our three quarter time expediter position based at Berkeley. Since their Expediter is full time, Berkeley thought that she would have some extra time to assist our Lending Section; however, this has not been the case, and judging from current statistics (see Appendix V.4) the workload is not likely to decrease. As expected, there was a dramatic increase in UCB Expediter statistics. Out of 3,564 requests for this year, 2,459 were filled (69%). Last year only 1,233 out of 3,855 were filled (32%).

B. Network and Other Cooperative Activities

1. Research Libraries Group (and Center for Research Libraries)

In years past we have reported on the CRL as a separate networking activity. Since it has joined RLG, it will henceforth no longer be reported separately. RLG statistics have also increased. We lent 1,599 items to RLG libraries this year compared to 1,169 last year. We received 524 items from them this year compared to 347 last year.

M.H. Moreno, head of ILL, has encouraged borrowing from and lending to more foreign libraries; these statistics have also increased. This year we lent 261 items compared to 256 last year. We received 75 items this year compared to 20 last year. Two of the items borrowed came from the Lenin State Library in Moscow. We also received a New Year's greeting card from them.

2. Tri-System

Interlibrary loan received 2,737 requests from the three Northern California library systems, Mountain-Valley, North State and North Bay. We were able to fill 2,135 (78%). We requested 218 from Mountain Valley and received 185 (85%).

3. U.S. Dept. of Agriculture Delivery System

As a land grant university library, Davis has provided documents and photocopies of articles to USDA personnel and libraries in the Western Region through its USDA Document Delivery System. This project was assigned to Interlibrary Loan in 1974, and Ms. Gail Sullivan was given the responsibility for supervising it and a .5 LA II. In spite of the fact that Ms. Sullivan spent only four hours a week supervising the project, providing excellent service, her full time and attention were needed as Head of the Borrowing Section.

If the Biological and Agricultural Department had existed in 1974, it would have been the most logical place for the USDA Document Delivery project. The department specializes in agricultural subject matter and deals specifically with USDA material. M.H. Moreno's 1983 recommendation that the project be transferred to that department was approved effective September 1, 1984.

C. New Developments and Activities

During the past two years a major effort has been devoted to improving service to UC Davis borrowers. Because ILL cannot work around students' class schedules, two student positions were converted to make a half time LA I position for Lending. An existing half time LA II position working in both Borrowing and Lending was assigned totally to Borrowing. This has resulted in better service to borrowers. In addition, files were created to provide borrowers with timely status replies on their requests. Request cards and status forms were revised for clarification. Improvement of service is a continuing effort, and statistics reveal the results of our efforts so far (see Appendix V.1).

Future plans for Interlibrary Loan include the reorganization of the Lending Section. This was not possible in the past because we did not have enough staff. Because the Head of the section had to do much of the routine work, she had little time for the general administration of the Unit. She had no time to review its procedures to make it function better.

This will change because the Lending Section now has an additional half time LA I position who will assume the routine duties performed by the Head of the section. These include taking care of negative replies in a timely manner and retrieving materials from Physical Sciences, Documents, and Special Collections. The goal of the Section is to accomplish most of its functions on a daily basis. This way, material can move more efficiently, staff will be better utilized, and requestors can obtain items faster.

APPENDIX V.1

COMPARATIVE INTERLIBRARY LOAN ACTIVITY
CONDUCTED THROUGH SHIELDS LIBRARY ILL

BORROWING

	1984/85	1983/84
Items Received	4,375	4,016
Negative Replies	1,718	1,660
Other Transactions*	1,067	780
TOTALS	7,160	6,456

(10.90% change over previous fy)

*Comprises cancelled requests and items held at UCD libraries

LENDING

	1984/85	1983/84
Items Supplied	12,420	11,780
Negative Replies	5,038	4,630
TOTALS	17,458	16,410

(6.39% change over previous fy)

TOTAL SHIELDS LIBRARY

	1984/85	1983/84
Interlibrary Loan Transactions	24,618	22,866

(7.66% change over previous fy)

APPENDIX V.2

1984/85

UCD INTERLIBRARY BORROWING STATISTICS REPORTED TO SYSTEMWIDE

Libraries	Shields		Law		Gov Docs	HSL/UCDMC		
	Loan	Photo	Loan	Photo	Loan	Loan	Photo	TOTAL
Berkeley	1061	890	48	14	117	60	112	2302
Irvine	150	43	9	3	--	30	13	248
Los Angeles	215	104	2	7	--	40	179	547
Riverside	98	37	3	--	--	14	2	154
San Diego	102	38	6	--	--	18	52	216
San Francisco	15	17	--	--	--	38	282	352
Santa Barbara	75	35	1	--	--	2	3	116
Santa Cruz	81	13	4	--	--	24	--	122
TOTAL UC	1797	1177	73	24	117	226	643	4057
Mountain Valley	106	79	--	--	--	--	--	185
North Bay	--	--	--	--	--	--	--	--
North State	--	--	--	--	--	--	--	--
Other Calif.	108	54	25	14	73	140	274	688
RLG	349	175	--	--	--	--	--	524
Out-of-State	291	164	--	--	--	--	--	455
Foreign	7	68	--	--	--	--	--	75
TOTAL Non-UC	861	540	25	14	73	140	274	1927
TOTAL	2658	1717	98	38	190	366	917	5984

APPENDIX V.3

Interlibrary Lending Statistics Reported to Systemwide

	Shields		HSL/UCDMC		USDA Doc Del		Law		Gov Docs		UCB Exped.		ERDA / PSL	TOTAL
	Loan	Photo	Loan	Photo	Loan	Photo	Loan	Photo	Loan	Photo	Loan	Photo		
Berkeley	382	510	40	492	--	--	52	46	8	--	1271	1188	30	4019
Davis	34	403	5	42	--	--	--	--	--	--	--	--	--	484
Irvine	42	139	103	252	--	--	3	6	--	--	--	--	--	545
Los Angeles	61	79	26	68	--	--	3	3	--	--	--	--	--	240
Riverside	102	142	25	84	--	--	1	1	--	--	--	--	--	355
San Diego	28	52	43	87	--	--	--	1	--	--	--	--	--	211
San Francisco	158	258	152	630	--	--	3	1	--	--	--	--	--	1202
Santa Barbara	93	79	34	22	--	--	3	11	--	--	--	--	--	242
Santa Cruz	56	31	45	112	--	--	--	14	--	--	--	--	--	258
TOTAL UC	956	1693	473	1789	--	--	65	83	8	--	1271	1188	30	7556
Mountain Valley	510	161	--	--	--	--	--	--	--	--	--	--	--	671
North Bay	838	125	--	--	--	--	--	--	--	--	--	--	--	963
North State	356	145	--	--	--	--	--	--	--	--	--	--	--	501
Other Calif.	1590	3202	2038	7986	177	2656	162	154	1	--	--	--	46	18,012
RLG	810	789	--	--	--	--	--	--	--	--	--	--	--	1599
Out-of-State	294	690	--	--	--	--	--	--	--	--	--	--	--	984
Foreign	52	209	--	--	--	--	--	--	--	--	--	--	--	261
TOTAL Non-UC	4450	5321	2038	7986	177	2656	162	154	1	--	--	--	46	22,991
TOTAL	5406	7014	2511	9775	177	2656	227	237	9	--	1271	1188	76	30,547

2A

Brown University Library

Interlibrary Loan
Annual Report 1984/85

Janet M. Draper
Shared Resources Coordinator

1984/85 was an especially eventful year for interlibrary loan at Brown. Early in the year Howard Pasternack analyzed the unit to see if there were ways to improve efficiency. While he discovered that the operation was well-organized and efficient, his fresh eye was able to discover some ways in which to further streamline some activities. His suggestions have been implemented, and those involved with statistics-keeping are reflected in the new statistics form included with this report.

Shortly before the end of the year, there was a major change in staffing. Linda Dumin McCambridge became full-time in the Sciences unit and Verna Prout was hired as half-time staff to work in the Rockefeller unit. This change in staffing occurred to allow a major change in a service. As of July 1, 1985, Faculty Photocopy changed its name and its clientele. It originally was created to provide photocopies of articles in the Brown University Library for Brown Biomedical Faculty located in the affiliated hospitals. It was limited to faculty at the Assistant Professor level and up. As of July 1, the service will be called the Biomedical Library Service and will provide both books and photocopies to Brown faculty, residents, and students located in the affiliated hospitals. We will be monitoring the effects of this widening of the clientele on workload closely during the upcoming year. In the meantime, having Linda McCambridge full-time at the Sciences unit has eliminated a long-standing problem caused by having one clerk working in two similar but slightly different units.

Another change occurred in the Sciences unit toward the end of the year -- DOCLINE, the new automated medical system, came up in June. This new system not only meant changes in the way the medical interlibrary loan network will work, but also meant extra work for staff in mastering yet a new system. By the end of the year, both the Sciences unit and the Rockefeller unit had three computerized/automated systems in place -- OCLC and RLIN in both, DOCLINE in Sciences, and the new state system at the Rockefeller. The new state system came up at the end of the 1983/84 fiscal year, but during 1984/85 staff attended further training sessions and meetings to learn more about the ins-and-outs of the system. In addition to these means, ILL requests continue to arrive via mail in the form of ALA forms. Brown requests are sent by mail only in the case when there is no other alternative.

A change in the RLG policy regarding medical requests also occurred in June. In the past it was official policy that medical requests were to be sent via the national medical network rather than via RLIN. Many RLG libraries had in fact agreed among themselves to ignore this policy when sending requests to other like-minded RLG libraries. There was a strong difference of opinion among RLG libraries on this issue. The major factor of conflict was the cost of each request; RLG ILL is free, while the medical library network charges $6 per item. However, recently it was decided to try a six-month experiment permitting the use of RLIN for medical requests. It is hoped that this experiment will prove a success and that this policy will become a permanent one.

In addition to all these changes, it was a very busy year. There was an increase of 2,292 requests processed, achieving a record high of 16,133, compared to 13,841 for 1983/84. This is the biggest increase from one year to the next that this operation has seen during the past five years, despite heavy increases every year for the last few years. In all, the total number of requests handled by the operation is up by nearly 5,000 from 1980/81, when the total was 11,313. Interestingly enough, the increase for lending was greater than that for borrowing, while the opposite was true in 1983/84. Lending was up by over 800 requests in both units, from 4648 to 5480 at the Sciences and from 4101 to 4985 at the Rockefeller. On the other hand, borrowing actually declined slightly at the Sciences, going from 1352 to 1269, while it increased at the Rockefeller, going from 3740 to 4399. Brown clearly remained a net lender by a large amount, with no imminent likelihood of becoming otherwise. While we are still a net borrower in RLG, there is a trend in the other direction. Some of the lending increase can be accounted for by Faculty Photocopy, which increased from 1251 requests in 1983/84 to 1745 in 1984/85. While this was a large jump over the previous year, it brought things more in to line with trends over the years before that. The figure in 1982/83 was 1685. For some inexplicable reason Faculty Photocopy suffered a severe decline in 1983/84.

Despite the increased workload, staff maintained a high standard of service. Using RLG statistics as some sort of gauge, at the Sciences requests were always answered in less than two days, and frequently in less than one day. At the Rockefeller unit, requests were usually answered in less than three days (the official goal), and only in the hectic months of November and December did response time rise; moreover, it was always less than four days. The Sciences and Rockefeller figures were maintained despite much staff illness. In addition, the Sciences unit suffered not only the usual problem of less student help in January but also had more than the usual difficulties in maintaining a full complement of student help. In December a long-term and reliable student graduated and was difficult to replace, while another student left in the middle of the spring semester for more lucrative employment. The Rockefeller unit was fortunate in continuing to have the invaluable help of Mary Harrison, the graduate student who works 20 hours a week there. It is hoped that the recent increased staffing will help during the up-coming year to maintain high standards of turnaround time in a service operation consistently under the pressures of an increasing workload.

INTERLIBRARY LOAN STATISTICS

5-YEAR COMPARISON

	1980/81	1981/82	1982/83	1983/84	1984/85
BORROWING	2915	3744	4500	5092	5668
LENDING	8398	7550	8406	8749	10,465
TOTAL	11,313	11,294	12,906	13,841	16,133

ANNUAL REPORT

INTERLIBRARY LOAN

1984/85

In the June 9, 1985 draft of "RLIN Support for Linked Local Systems," RLG's David Richards defines the linkage of local systems to the RLIN network as an internetwork gateway. The concept of the gateway environment as one of multiple electronic links to a variety of networks may be applied to current interlibrary loan operations. It may be even more central to the function of an interlibrary loan department in the near future. Currently the ILL department serves as the gateway, albeit a somewhat slow and only partially automated one, between patron information needs and the universe of available information in a variety of electronic networks. Choices of bibliographic verification, library location, transmission and delivery systems are currently selected based on prior experience with each. As these distinct operations become more automated and integrated, those changes will force the interlibrary loan department to function as more than just a processing center. It will be possible to have the evaluative reviews of many ILL functions integrated into local gateway software. Several of the department's highlights of the past year demonstrate Penn's movement toward this gateway environment.

In May, the Research Libraries Group established the ILL PC-Based Working Group. This committee of five interlibrary loan librarians was charged with the responsibility of developing the functional specifications of an integrated on-line subsystem operating in the gateway environment. As a member of the committee, the department head has begun to coordinate RLG's plans for a totally integrated ILL system with plans for the future of Penn's ILL department. The RLG committee's development of the "ideal" ILL subsystem relates closely to the work of the NISO Z39-AA Committee, which is preparing standards for data elements required to transmit an interlibrary loan request. Thus, RLG specifications for ILL in a gateway environment will conform with the newly developed NISO standards for transmission of bibliographic information between libraries.

As the work of these committees changes the theoretical framework of ILL from a manually-based to an electronically- based system, the way in which interlibrary loan departments must process workflow will also require significant adjustments. In the past year, increases in our borrowing and lending totals also necessitated adjustments in staff assignments and workflow procedures.

The approval of a new permanent part-time position in the Interlibrary Loan Department was granted in the spring. Although the original request for additional staff was intended for the verification process, it was decided to reassign job functions to draw upon the expertise of current staff. Thus, on June 3, Erik Parens began working 20 hours per week with responsibility for all the ILL mailroom functions--wrapping, unwrapping and sorting. Also at this time, Dolores Brown's Library Clerk position was upgraded to Library Service Assistant. She now assists Lee Pugh with the verification of borrowing requests, while continuing to search and process RLG requests. One last staff change occurred in the spring with Kelly Devers's transfer out of ILL and Karen Anderson's transfer into the department.

While total borrowing requests rose by only 13% from last year, we reached a magical milestone in February when Penn patrons submitted over 1000 requests. In that month 1142 requests were submitted --a total 32% higher than February 1984 and 19% higher than the previous high total in October 1984. (As in 1983-84, five record high months were recorded in the past twelve months). The proportion of loans to photographic requests also shifted significantly. Averaging 29% of total borowing for the past six years, incoming photocopy requests (totalling 3133) now represents 35% of total borrowing activity. The higher limit of 12 free photocopy requests per patron per semester accounts for nearly 40 % of the 995 additional requests submitted this year, compared with a 28% increase in 1983-84. More sophisticated gateways to the access of journal citations, emerging gateways to on-line access of full text documents, and potential gateways to telefaxsimile transmission of documents will become increasingly more efficient and cost effective as more interlibrary loan operations exploit these potentials. Consequently, Penn's Interlibrary Loan Department must become more sophisticated in our choice of the most efficient gateway to provide patrons with the requested documents. As Penn patrons gain direct access to Penn's on-line catalog, the RLIN database, and other on-line document sources, the ILL process must become more effective in completing the information loop in providing the requested information to the patron.

Lending requests increased by 669--an increase of 7%--topping 10,000 for the first time since 1979-80 (the last year of "free" lending). The seven per cent increase was equally divided between RLG and non-RLG requests. Lending to RLG libraries now accounts for 62% of requests lent, compared with 17% in 1979-80.

Lee Pugh's verification searching and Betty Cochran's ILL processing on one RLIN terminal continues near maximum efficiency. As we have experienced during the past two years, one RLIN terminal is barely meeting our needs. As the RLG committee works on the specifications for smart IBM PC workstations, it appears desirable to utilize an IBM-PC to relieve the pressures of searching and processing on RLIN. Using a PC in the ILL department may aid in the automation of our paper files. It would also give us access to several new gateways such as ALA's ALANET for ILL transactions, and UMI's on-line article ordering. As the department gains experience with a smart workstation, we will be prepared for the possibility of patrons sending ILL requests from personal computers on-line to the ILL department workstation.

In April, the State Library of Pennsylvania distributed the King Research's report on Access Pennsylvania. Two reports were issued--one on interlibrary loan compensation and one on statewide borrowing priviledges. We shared with the State Librarian a number of our concerns about the eligibility requirements for Penn's participation in the ILL compensation plan. It appears now that Access Pennsylvania will not be implemented due to lack of funding by the state legislature.

Our status as a net borrower was firmly established this year. Filled borrowing requests of 7724 represents almost 2000 more requests than the filled lending requests of 5803. Our net lender totals rose almost 500 from last year's totals.

As our status as a net borrower becomes more significant, the Interlibrary Loan Department must alter the way in which it traditionally processes the patron's requests. The next several years in interlibrary loan may bring more significant changes than the impact of OCLC on ILL. Penn's Interlibrary Loan Department must be staffed and have access to the variety of gateways necessary to meet those challenges.

Mary E. Jackson
Head, Interlibrary Loan

BORROWING

(TRANSACTIONS)

REQUESTS FROM PENN PATRONS

	1984-85	1983-84
TOTAL (Borrowing and Photoduplication)		
REQUESTS	8968	7973
Filled	6820 (86%)	6013 (85%)
Owned by Penn	904	707
In Process or Not Filled	1802	1253
BORROWING Requests	5835	5711
Filled	4552 (88%)	4260 (84%)
Owned by Penn	558	487
In Process or Not Filled	1283	964
PHOTODUPLICATION Requests	3133	2262
Filled	2268 (83%)	1753 (86%)
Owned by Penn	346	220
In Process or Not Filled	519	289

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BORROWING

(LOAN TRANSACTIONS)

RESEARCH LIBRARIES GROUP

	1984-85	1983-84
Temple	208	160
Princeton	202	193
Rutgers	160	93
Columbia	153	106
Dartmouth	151	77
Johns Hopkins	144	100
Yale	143	158
Cornell	138	89
SUNY - Binghamton	135	75
Northwestern	102	78
Michigan	89	96
Berkeley	88	64
Brown	78	47
New York University	76	52
Stanford	75	35
Minnesota	70	60
Rochester	66	-
Iowa	55	43
SUNY - Buffalo	55	-
Brigham Young	48	27
Oklahoma	32	15
Colorado State	25	12
SUNY - Albany	23	-
Princeton Theological Seminary	20	-
Davis	18	15
New York Public	17	9
Philadelphia Museum of Art	16	11
Santa Barbara	14	4
SUNY - Stony Brook	12	-
Art Institute of Chicago	9	3
Graduate Theological Union	4	1
Southern California	4	-
Kimball Art Museum	2	-

BORROWING

CENTER FOR RESEARCH LIBRARIES TRANSACTIONS

Journals (JAS & non-JAS)	55
Newspapers	43
Monographs	31
Foreign dissertations	29
Government documents	7
TOTAL Titles borrowed	165

JOURNAL ACCESS SERVICE

Journal articles filled by BLLD	5
Articles not available	3
TOTAL Articles requested	8

COPYRIGHT

Photoduplication requests and CONTU Guidelines

Requests for journal articles	3133
Requests covered by CONTU Guidelines	533
Articles for which royalties paid	0

INSTITUTE FOR SCIENTIFIC INFORMATION

Journal articles supplied/photocopied from ISI's collection

Van Pelt	312	requests for	3054	exposures
Departmentals	94	requests for	714	exposures
TOTAL	406		1019	

BORROWING

(LOAN TRANSACTIONS)

PENNSYLVANIA Libraries borrowed from most often

Temple	208
Penn State	164
Swarthmore	116
Bryn Mawr	62
Haverford	45
State Library of PA	28
Drexel	27
Villanova	18
Phila. Museum of Art	16
La Salle	16
Total	700
Other PA libraries	227
TOTAL BORROWED FROM PA LIBRARIES	927 (22%)

OUT OF STATE Libraries borrowed from most often

Princeton	202
Center for Research Libs.	167
Rutgers	160
Columbia	153
Dartmouth	151
Johns Hopkins	144
Yale	143
Cornell	138
SUNY - Binghamton	135
Library of Congress	120
Total	1513
Other Out of State libs	1792
TOTAL BORROWED FROM OUT OF STATE LIBRARIES	3305 (78%)

BORROWING

10 MOST ACTIVE MONTHS

February 1985 *	1142 requests
March 1985 *	978
October 1984 *	961
March 1983	924
March 1984	904
February 1984	864
November 1984 *	841
November 1983	808
April 1985 *	799
November 1982	797

* Month in current fiscal year

LENDING

(TRANSACTIONS)

	1984-85	1983-84
TOTAL REQUESTS received from outside libraries (includes books, microfilm, referrals and photoduplication)	10210 (6329)* 62%	9541 (5997)* 63%
TOTAL LOAN REQUESTS	5664 (3472)* 61%	5381 (3406)* 63%
Loan requests referred to departmental libraries	30 (9)*	26 (11)*
TITLES LENT (Van Pelt and departmentals which lend through Van Pelt)	3181 (2421)* 76%	3208 (2555)* 80%
TOTAL PHOTODUPLICATION REQUESTS	4546 (2857)* 63%	4160 (2591)* 63%
Photo requests referred to departmental libraries	308 (56)*	358 (141)*
PHOTO REQUESTS FILLED	2284 (1748)* 77%	2043 (1584)* 78%
REQUESTS RETURNED for lack of coupon or proper verification	656	769

LENDING

(LOAN TRANSACTIONS)

RESEARCH LIBRARIES GROUP

	1984-85	1983-84
Columbia	218	163
Michigan	166	201
Johns Hopkins	159	182
Princeton	156	139
Rutgers	148	208
Cornell	127	115
Northwestern	118	63
Berkeley	101	70
SUNY - Binghamton	94	124
Brown	75	74
Iowa	71	68
Dartmouth	63	68
Temple	63	72
Stanford	60	79
Yale	55	88
Brigham Young	45	53
Minnesota	39	55
Colorado State	35	45
New York University	32	22
New York Public	26	22
Philadelphia Museum of Art	25	15
Davis	23	14
SUNY - Buffalo	22	-
Rochester	21	-
Oklahoma	18	14
J. Paul Getty	8	3
Santa Barbara	8	17
Nelson Atkins	7	-
Metropolitan Museum of Art	6	8
Southern California	6	-
Museum of Fine Arts - Boston	5	-
Clark Institute	4	6
Graduate Theological Union	3	2
SUNY - Albany	3	-
Harvard - Law	2	2
Boston - Law	1	-
Los Angeles County Law	1	-
SUNY - Stony Brook	1	-
Kimball Art Museum	-	2

LENDING

(LOAN TRANSACTIONS)

PENNSYLVANIA Libraries Lent to Most Often

Penn State	73
Temple	63
Bryn Mawr	52
Drexel	46
Swarthmore	40
Phila. Museum of Art	25
Dickinson	20
Haverford	13
La Salle	9
Total	341
Other PA Libraries	65
TOTAL LENT TO PA LIBRARIES	406 (17%)

OUT OF STATE Libraries Lent to Most Often

Columbia	218
Michigan	166
Johns Hopkins	159
Princeton	156
Rutgers	148
Cornell	127
Northwestern	118
Berkeley	101
SUNY - Binghamton	94
Brown	75
Total	1362
Other RLG Libraries	653
Other Out of State Libs.	312
Reprint Press	16
Foreign Libraries	61
TOTAL LENT TO OUT OF STATE LIBRARIES	2404 (83%)

COUPONS

$340 received from the sale of 34 coupons in 1984-85 (29 to Canadian Libs.)

$1000 received from the sale of 100 coupons in 1983-84 (75 sold to Canadian Libs.)

LENDING

(PHOTOCOPY TRANSACTIONS)

RESEARCH LIBRARIES GROUP

Columbia	134 requests
Princeton	133
Brigham Young	125
Rutgers	109
Johns Hopkins	100
Temple	89
Brown	84
Dartmouth	75
Colorado State	68
Michigan	67
Northwestern	58
Cornell	54
State Univ. of New York - Binghamton	52
Oklahoma	52
Iowa	48
Minnesota	48
Yale	43
Metropolitan Museum of Art	22
Berkeley	18
J. P. Getty	14
Philadelphia Museum of Art	14
State Univ. of New York - Buffalo	12
Harvard-Law	11
Stanford	11
Art Institute of Chicago	8
Davis	6
Museum of Fine Arts	6
New York Univ.	6
New York Public Lib.	4
Rochester	4
Santa Barbara	3
Clark Art Institute	2
Kimball Museum of Art	2
State Univ. of New York - Albany	1

ILLINOIS RESEARCH AND REFERENCE CENTER

ANNUAL REPORT

July 1, 1984—June 30, 1985

I. Evaluation of last year's priorities:

> Priority 1: To improve response time toward meeting the goal of answering 70% of title requests received within one day without decreasing the fill rate.

There was no statistically significant change in the over all response time of 55% despite having made improvements in turn around rate for loans, copies and regrets (unfilled). All areas of the operation showed a 1-3% improvement in turnaround time while our fill rate remains rock steady at 77%. Our two day response rate is still an admirable 82%, again no change from FY84.

> Priority 2: To fully incorporate FBR benefits advantageous IRRC services.

All professional staff and all clerical bibliographic searchers have received training on FBR. The use and benefits to the reference service are obvious. Despite the comparatively small size of the data base our reference librarians make daily use of FBR. In the lending operation, we routinely check FBR to search difficult titles (conferences, etc.) and as a second check for OCLC verified requests.

FBR training has been made available to both the reference librarians and interlibrary loan staff of the 18 ILLINET systems. In addition to regional meetings, I wrote and distributed a 12 page guide with examples and "walk through" searches.

> Priority 3: To properly plan for the elimination of the use of TWX as a transmission channel and for the use of electronic mail.

We accepted the Omnifax telefacsimile equipment made available through the GRMLN fax expansion group with the intention of using telefacsimile transmission as a substitute for TWX. As soon as the fax equipment was installed and working the TWX was ordered disconnected and has since been removed.

While fax is working well as a fast convient method of forwarding referrals to the other R&Rs, there still is no one common electronic communication channel to link the R&Rs, the special Resource Libraries and the Systems. In my opinion, it is intuitively obvious that there should be a common electronic mail system linking ILLINET. Fax, while extremely useful for document delivery is not electronic mail. This question needs to be resolved on the state level.

Priority 4: To further promote access to the UIUC library by off-campus patrons.

Unfortunately, last year saw little progress in this area. While the U of I is the seventh largest lender on OCLC, processing almost 26,000 OCLC ILL requests last year, the campus wide policy of requiring FEINs as account number resulted in a 21% decline in the number of filled full price photocopy orders. In an attempt to head off discouraged users IRRC began to supply short articles, one or two exposures, free of charge and including an explanatory sheet along with a copy of our current price policies.

II. Accomplishments, activities and changes

OCLC

The aquisition of the M300 terminal and the microenhancing software has had an enormous impact on our use of OCLC. After the initial problems of hardware/printer compatibility were solved we were able to take full advantage of the batch updating and downloading functions. When our OCLC clerk, Kellie Burns, left the university we found it was no longer necessary to employee a full time clerk for OCLC operations. I estimate that the ME software will save IRRC a minimum of $5,000 over the next year.

In June 1985 IRRC became a test site for the version 2 of the microenchaning software and, by default, a test site for version 3 of the terminal software. I believe that as the seventh largest lender on OCLC, IRRC had a great deal at stake in any changes in the program. Having the opportunity to evaluate the software and having the improvements several months ahead of the rest of the nation has more than compensated for the necessity of reconfiguring software and retraining staff.

Branch Library Relations

The previous policy of an exact replacement copy was good in theory but unworkable in practice. Problems hung on for literally years. The borrowing libraries became increasingly frustrated and more often than not the lenders ended up with an empty space on their shelves. We proposed a new system to the branch libraries—in exchange for more complete bibliographic information the branch libraries have agreed to be more flexible in their requirements and prompt in their response to our requests for alternate titles.

Work Enviornment

While the staff of IRRC is among the hardest working in the university the equipment they worked with was outdated, in poor (often dangerously poor) condition or simply nonexistent. During the first six months of my tenure as coordinator I made it a personal priority to improve the working conditions. Changes and improvements include:

1) floor mats with anti-fatigue factors for all work stations requiring extended standing,
2) antiglare screens for LCS terminals,
3) rental of new Xerox 4048 equipment to replace the old model 4000s,
4) fans—a necessity during a central Illinois summer,
5) new chairs to replace those which were broken (torqued pedistals requiring user to perch on one side to maintain balance),
6) radio for the "cage"—funds for the radio were raised by office bake sales.
7) duplicate and updated stamps to eliminate the constant trips between offices and desks caused by shared equipment.

Office Procedures

We have streamlined our procedures for inputting statistics into the microcomputer and eliminated an entire category which was not used for any report and had never been consulted for any project. These changes allowed us to put more staff time on "final searches".

In the past, our statistics have been drawn on whole populations, which required a great deal of staff time to maintain the records. Since it is as statistically valid to draw data from a random sample as from a whole population we have halfed the number of requests we chart for purely statistical purposes.

Since status requests for photocopies ultimately resulted in providing a second copy of the article, we no longer provide status requests for ILLINET copy requests—we simply do it over. The result is faster service and less staff frustration for all concerned.

Staff Changes

After nearly seven years in IRRC Linda Larson has left the university to accept a three quarter time position at Urbana Free Library. Linda's first interest had always been in public libraries and we wish her well in her career.

The following clerical workers left IRRC during 84/85: Kellie Burns; Paula Deem; Barb Powell and Willa Abdulhakim.

Mary Hollerich was upgraded from an Library Clerk II to a half time Library Clerk III and has been accepted as a non-degree student in the school of Library and Information Science at the U of I.

We welcome Doug Witscher and Ben Adamowski to our full time staff.

Starting December 3, 1984 Colette Mak assumed responsibility as Coordinator of IRRC. Ann Ricker, who had been acting head for over 13 months, resumed her position as bibliographer.

III. Changes in Volume and Transmission Patterns.

Total volume was down 2% over last year. This slight but steady decline in the number of requests received is probably a result of increased bibliographic access to other libraries through channels such as LCS and OCLC. Libraries are no longer restricted to a few large collections—they can search holdings on a national basis easily and quickly.

The percentage of OCLC requests continue to rise, now 17% of the overall total. It is not only the percentage that has increased, we are receiving more requests over the OCLC ILL subsystem than ever before, nearly 26,000 last year.

OCLC ILL traffic accounts for 17% of all requests.

Illinois use of OCLC to access the U of I increased by 40%. At first glance, this is astonishing when one considers that the fill rate for OCLC in only 49% compared to 91% for LCS, however, one must also consider that there is no real incentive for libraries to use LCS over OCLC. First, there is no difference in turn around time. If an Illinois library requests a book from the U of I they will see no difference in the turn around time for an OCLC generated request vs. an LCS charged item. Second, LCS searches access only one collection while OCLC results in a national holdings search. The user friendly interface widens the net to include the HECA libraries but it is slower than OCLC and still restricts the search to the state boundries. Third, while the individual library success rate is very low, averaging 50%, the overall success rate is as high as LCS. A library requesting an item over OCLC is as confident of filling their patron's request as they are with LCS. During my three years at Milwaukee I conducted a study on OCLC and found that the fill rate was consistently over 90%. Fourth, because OCLC can poll up to five libraries on an ILL request the initiating library is saved the potential staff time of researching and resubmitting a request that can not be filled at any single location. The ease of getting the requests back on the circuit may well be the most attractive feature of OCLC.

HECA requests increased by 7%.

HECA fill rate increased by 16%.

IV. Priorities for FY86.

Priority 1: To improve the response time for photocopies with eventual goal of 50% filled within one day.

Activities:

A. Establish a more flexible photocopy schedule to allow us to add staff time when needed.

B. Examine our searching/retrieving procedures to determine if a more efficient process can be implemented.

Priority 2: To improve relations between the branch libraries and IRRC.

Priority 3: Publicize the ILLINET reference service.

Priority 4: To further promote access to the UIUC library by off-campus patrons.

Priority 5: Plan for implementation of National Agriculture Library and GRMLN Document Delivery Programs.

Priority 6: Make greater use of personal computers.

Activities:

A. Aquire and learn a spread sheet program to generate monthly library and state reports.

B. Make use of word processing and disk storage to update and maintain office procedures and job tasks.

INTERLIBRARY LOAN—LENDING

SUMMARY SHEET
FY85

REQUESTS RECEIVED	154,744	-2%
ILLINET	86,835	-2%
HECA	19,016	+7%
other Illinois	12,454	-8%
Out of State	36,723	-5%
REQUESTS FILLED	119,420	-2%
ILLINET	74,888	-2%
HECA	13,678	+16%
other Illinois	11,267	-6%
Out of State	19,587	-12%
INFORMATION REQUESTS RECEIVED	1,808	-25%
INFORMATION REQUESTS FILLED	1,425	-25%

COMMUNICATION CHANNEL

	Received	Filled	Success Rate	Change in Traffic
LCS	86,358	78,572	91%	- 3%
OCLC	25,922	12,760	49%	+17%
TWX	12,602	8,835	70%	-10%
Mail	29,608	19,253	65%	-10%

Statistics

6 YEAR COMPARISON

UNIVERSITY OF CALIFORNIA, BERKELEY

ILL - LENDING

	1984/85	1983/84	1982/83*	1981/82*	1980/81*	1979/80*
Requests Received From UC(Berkeley)	548	614	2962	3422	4356	4462
Filled	319 58%	336	1294	1284	1012	1414
Requests Received From Other RLG Libraries	4926	4114	3619	3038	2164	1190
Filled	2562 52%	2020	2051	1690	779	515
Requests Received From Non-RLG Libraries	5340	5549	5268	5999	6458	6799
Filled	2759	2724	2684	2896	3291	3843
Total Requests Received From All Libraries	10,814	10,277	11,849*	12,459*	12,978*	12,451*
Filled	5,640 52%	5,080 49%	6,029	5,870	5,082	5,772

* In these years UC(Berkeley) employed a messenger who searched for requested material in our card catalog, etc. which was retrieved by the messenger or our ILL Unit, depending on location.

- -

Note: We started participation in the Resource Sharing Program of RLG in October 1979.

The first ILL subsystem operated from November 1980 to February 1982.

The second, and present, ILL subsystem has been in operation since September 1982.

UNIVERSITY OF CALIFORNIA, BERKELEY

ILL - BORROWING

	1984/85	1983/84	1982/83	1981/82	1980/81	1979/80
Requests Sent to UC(Berkeley)	607	517	701	572	796	1064
Filled	423	329	444	370	561	710
Requests Sent to Other RLG Libraries	2383	2254	1700	669	815	522
Filled	1527	1502	1154	448	514	360
Requests Sent to Non-RLG Libraries	816	881	1198	1800	1262	1546
Filled	550	553	760	1247	830	1005
Total Requests Sent to All Libraries	3,806	3,652	3,599	3,041	2,873	3,132
Filled	2,384	2,384	2,358	2,065	1,905	2,075

Note: We started participation in the Resource Sharing Program of RLG in October 1979.

The first ILL subsystem operated from November 1980 to February 1982.

The second, and present, ILL subsystem has been in operation since September 1982.

NORTHWESTERN UNIVERSITY

Interlibrary Loan Statisties

Five Year Comparison

September 1980 - August 1981 - 13,678

September 1981 - August 1982 - 16,505

September 1982 - August 1983 - 15,154

September 1983 - August 1984 - 17,327

September 1984 - August 1985 - 20,784

INDIANA UNIVERSITY

INTERLIBRARY LOAN BORROWING STATISTICS : FILLED REQUESTS

1984-85

	OCLC FILLED		Mail FILLED	
	BOOKS	SERIALS	BOOKS	SERIALS
INDIANA STATE LIB. ISL	24	18	11	16
PURDUE IPL	163	326	4	16
BALL STATE IBS	113	166	12	8
IND STATE UNIV. ISU	220	180	6	6
NOTRE DAME IND	70	22	-	4
InU MED CTR IUM	36	434	3	17
InU DENT.SCH.	6	12	-	—
RCL & IUP	111	79	1	—
OTHER IND ACAD	172	65	2	11
OTHER IND LIB	87	27	4	12
CRL	30	60	105	94
CRL-JAS (BLLD)	-	10	-	28
	-			
NLM	-	-	-	-
LIB OF CONGR.	—	-	125	39
CANADA	-	-	18	33
OTHER FOREIGN	-	-	21	15
CHARGING LIBR.	168	▨	222	▨
OUT OF STATE	2,829	1,125	476	536

TOTALS	4,029	2,524	1,010	835

TOTAL OCLC FILLED: 6,553 TOTAL MAIL FILLED: 1,845

TOTAL FILLED: 8,398

INDIANA UNIVERSITY
1984-85

INTERLIBRARY LOAN BORROWING STATISTICS : REQUESTS

REQUESTS RECEIVED:

Faculty	2,959
Graduate	7,011
Staff	1,239
missing pages	93
Undergrad.	99
Other	39
Total	11,440

RETURNED TO PATRON:

InU Owns or has on order

41

Unfilled

	Requested by Mail	
	TITLES	XEROX
ISL	29	23
PURDUE	2	8
BALL STATE	2	5
IND STATE UNIV.	6	6
NOTRE DAME	-	3
InU MED CTR	1	16
RCL	8	5
OTHER IND ACAD	7	1
OTHER IND LIB	1	8
CRL	252	121
CRL-JAS (BLLD)	2	28
NLM	4	5
LIB OF CONGRESS	181	71
CANADA	43	66
OTHER FOREIGN	28	11
CHARGING LIBR.	549	▨
OUT OF STATE	796	738

Requested through OCLC

TITLES (Books) XEROX (Serials)

INDIANA UNIVERSITY

InU Owns	1,103
Unfilled	1,623
Total filled (from "FILLED" sheet)	8,398
TOTAL	11,124

	TITLES	XEROX
TOTALS	1,911	1,115
OCLC REQUESTS	4,982	3,199

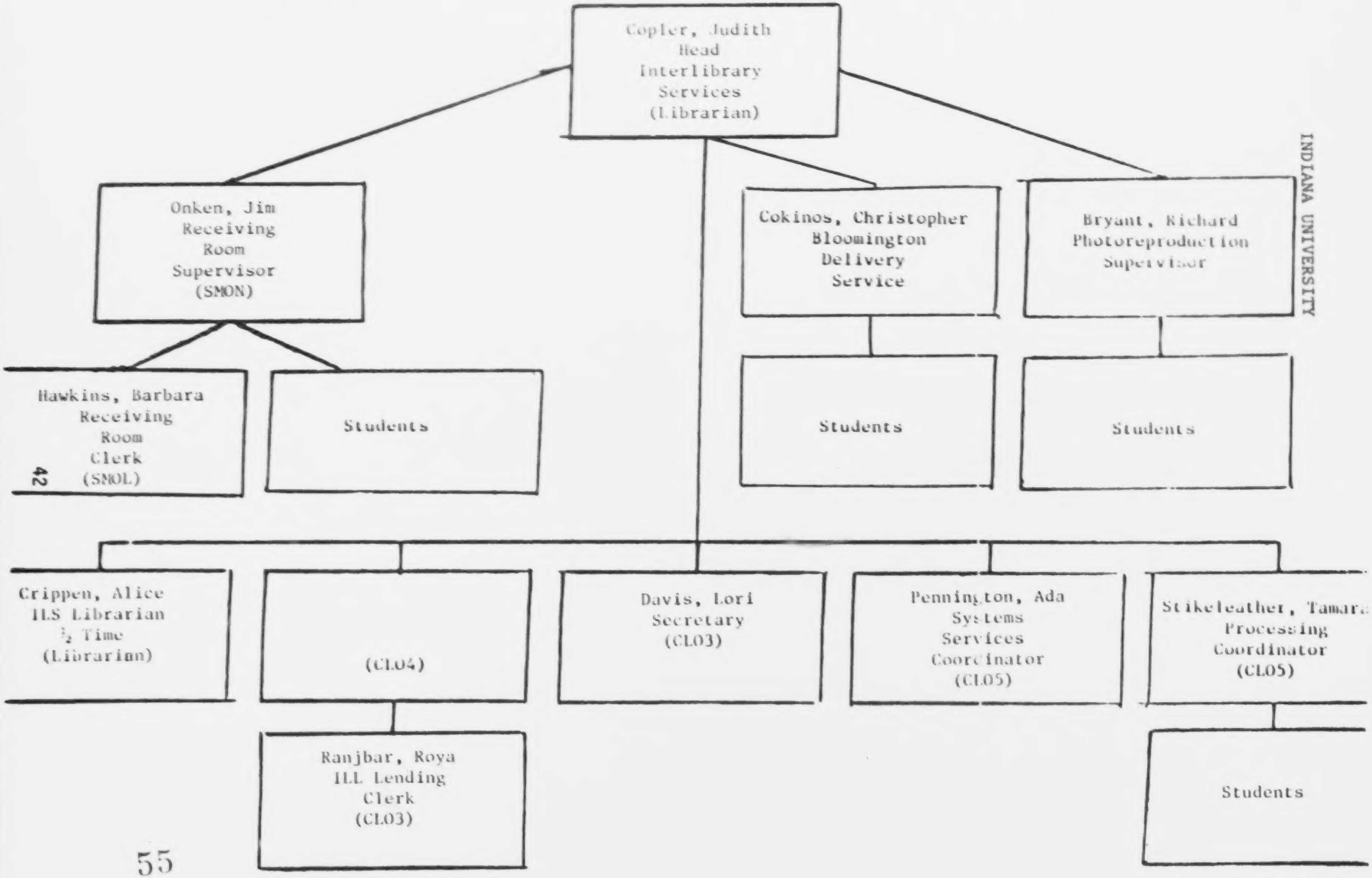
Total Mail Requests 3,026

Total OCLC Requests 8,181

TOTAL REQUESTED 11,207

BEST COPY AVAILABLE

Organization Charts


Copler, Judith
Head
Interlibrary
Services
(Librarian)
Onken, Jim
Receiving
Room
Supervisor
(SMON)
Cokinos, Christopher
Bloomington
Delivery
Service
Bryant, Richard
Photoreproduction
Supervisor
Hawkins, Barbara
Receiving
Room
Clerk
(SMOL)
Students
Students
Students
Crippen, Alice
ILS Librarian
½ Time
(Librarian)
(CL04)
Davis, Lori
Secretary
(CL03)
Pennington, Ada
Systems
Services
Coordinator
(CL05)
Stikeleather, Tamara
Processing
Coordinator
(CL05)
Ranjbar, Roya
ILL Lending
Clerk
(CL03)
Students

Interlibrary Loan
Head: M.H. Moreno, Associate Librarian .50

Interlibrary Lending
Section Head: L. Freidenberger, LA IV 1.00

[redacted]	LA II	.75
[redacted]	LA I	.50
[redacted]	LA I	.50
[redacted]	LA II	1.00
Student Clerks (2)		.75
		4.50 FTE

*UCB Expediter
(Based at UCD)

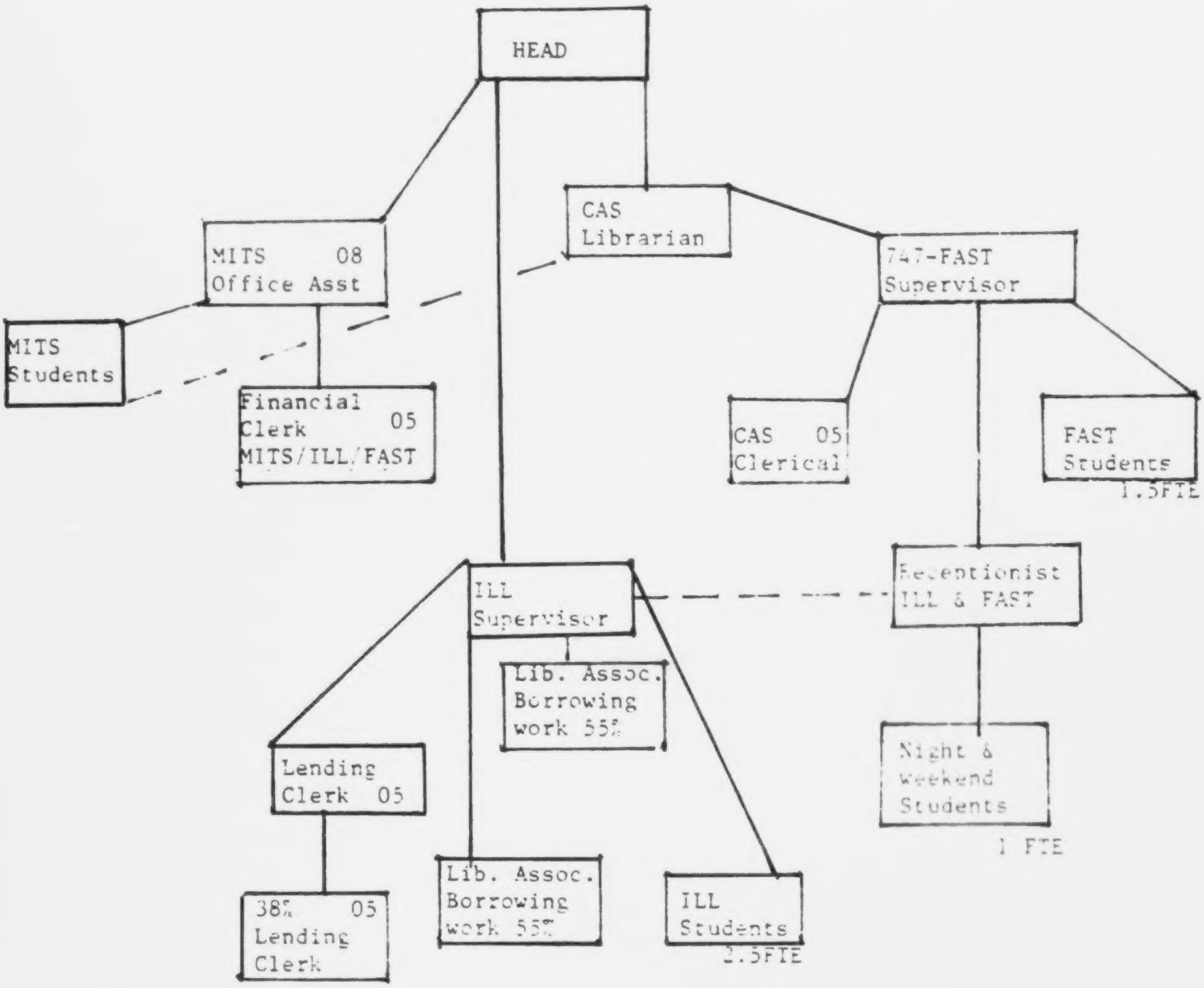
Interlibrary Borrowing
Section Head: B. Bastian, LA IV 1.00

[redacted]	LA III	1.00
[redacted]	LA II	.50
[redacted]	LA I	1.00
[redacted]	LA II	.75
		4.25 FTE

*UCD Expediter
(Based at Berkeley

COOPERATIVE ACCESS SERVICES

University of Michigan Libraries


HEAD
CAS Librarian
MITS 08 Office Asst
747-FAST Supervisor
MITS Students
Financial Clerk 05 MITS/ILL/FAST
CAS 05 Clerical
FAST Students
1.5FTE
ILL Supervisor
Receptionist ILL & FAST
Lib. Assoc. Borrowing work 55%
Lending Clerk 05
Night & weekend Students
1 FTE
38% 05 Lending Clerk
Lib. Assoc. Borrowing work 55%
ILL Students
2.5FTE

Cooperative Access Services is made up of three services:

1. Interlibrary Loan - both borrowing and lending work
2. MITS (Michigan Information Transfer Source) - fee based service for business and industry - cost recovery (began December 1980)
3. 747-FAST - campus faculty delivery service (began March 1986)

6/86

BEST COPY AVAILABLE

Policies and Fee Schedules

YALE UNIVERSITY LIBRARY
STERLING MEMORIAL LIBRARY
INTERLIBRARY LOAN POLICIES
July 1985

Sterling Memorial Library holds the central research collections in the humanities and social sciences at Yale. In addition to the collections housed in Sterling, the Interlibrary Loan Office at Sterling also provides interlibrary loan service for the Art, Music and Drama libraries. Material in these collections is lent or copied at the discretion of the librarians responsible for these collections.

Requests for the loan or photocopy of material known to be held in the following Yale libraries should be requested directly from the Interlibrary Loan service at that library. Material in subject areas served by Yale libraries other than Sterling but not known from printed, online or other sources to be physically housed in a Yale library other than Sterling should be requested through Sterling, and the request will be forwarded if necessary.

Library	Mailing Address	Provides interlibrary loan services for these Yale libraries as well
Beinecke Rare Book and Manuscript Library	1603A Yale Station New Haven, CT 06520 (203-436-0833)	
Divinity Library	1603A Yale Station New Haven, CT 06520 (203-436-8440)	
Kline Science Library	Yale University 219 Prospect Street P.O. Box 6666 New Haven, CT 06511 (203-436-3710)	Anthropology, Biology, Chemistry, Engineering, Geology, Mathematics and Ornithology
Law Library	401A Yale Station New Haven, CT 06520 (203-436-1071)	
Social Science Library	1958 Yale Station New Haven, CT 06520 (203-436-2553)	Economic Growth Center and Statistics
Yale Medical Library	333 Cedar Street P.O. Box 3333 New Haven, CT 06510 (203-785-4359/5358)	

The following statement of policies pertains to materials loaned through the Interlibrary Loan Office at Sterling Memorial Library.

YALE UNIVERSITY LIBRARY
STERLING MEMORIAL LIBRARY
INTERLIBRARY LOAN POLICIES
July 1985

LENDING

Scope of Services
Lending of books, periodicals, newspapers and dissertations.

Address
Interlibrary Loan--Lending
Yale University Library
Box 1603A Yale Station
New Haven, CT 06520
(203) 436-1972

Form of Requests
Requests for loan cannot be taken over the telephone. The Library requires a written request, either an ALA form or a letter.

Verification of Requests
Requests which do not include verification of the bibliographic information provided by citation of a standard printed or online reference source or which carry no alternative source of citation will be searched only with the information provided and only in Yale's public catalog. Yale is no longer a member of OCLC, so the provision of OCLC record members as verification cannot be substituted for the citation of a standard printed reference source unless a printout of the OCLC record is attached to the request. If verification has been provided through RLIN, give the full RLIN record identification number.

Fees
A $15.00 fee is charged for each completed transaction. Postage is added to this fee if the loan is shipped abroad. A transaction is defined as a filled request for a single title, with four volumes of a multivolume set or four reels of microfilm being supplied. Invoices for payment will usually be received before the material itself and act as notification of the fulfillment of the request.

Loan Period
Books are usually loaned for two weeks with no renewals. Exceptions will be considered if an unusual situation exists in the borrowing library, but a specific request must be made and no automatic extension of the loan period should be assumed.

Conditions of Use
Without exception, material is to be used in the borrowing library, and no photocopying is permitted. If copies are wanted the material should be returned to Yale and a request for photocopy placed with this Office's Photocopying service (see following section, PHOTOCOPYING AND MICROFILMING).

Material Not Loaned
The following materials are not loaned:

1. Periodicals published during the last ten years.

2. Material in the Art Library and in Sterling's many special collections, although material in these collections may be available for photocopy at the discretion of the curator.

3. Yale dissertations on microfilm; those completed since 1965, and some selected earlier ones as well, are available for purchase from University Microfilms International, P.O. Box 1764, Ann Arbor, MI 48106. Yale will lend the second hard copy of dissertations if two copies are owned and if there are no restrictions placed on the use of the dissertation by the author. Dissertations are not loaned abroad.

4. Books in poor condition.

5. Folio volumes, defined as those volumes measuring 40 cm. or more in height and/or 30 cm. or more in width.

6. Unbound pamphlets of fewer than fifty (50) pages.

7. Several pamphlets bound together.

8. Negative microfilm; requests for the production of positive film from the negative master should be directed to the Publications Office, Yale University Library, Box 1603A Yale Station, New Haven, CT 06520.

9. Spliced microfilm, that is, microfilm reels containing more than one work.

10. More than four volumes or four reels of microfilm for one reader in in any library at one time.

11. Material being used by a Yale reader unless a second request is received for it, and the material is then overdue at Yale.

12. Books with loose plates and those with material contained in book pockets.

Photocopy or Microfilm in Lieu of Loan

Requests for photocopies or microfilm of material known to fall within one of the categories of materials not loaned should be sent directly to this Office's Photocopying service (see following section, PHOTOCOPYING AND MICROFILMING). Requests for loan of material which is found to fall within one of these categories and which do not carry an indication of willingness to substitute either photocopy or microfilm in lieu of loan will be returned to the requesting library marked "Not Loaned - Non-Circulating". Those requests which do indicate a willingness to substitute photocopy or microfilm or which request an estimate of cost for one of these formats in lieu of loan will be forwarded to this Office's Photocopying service for reply.

YALE UNIVERSITY LIBRARY
STERLING MEMORIAL LIBRARY
INTERLIBRARY LOAN POLICIES
July 1985

PHOTOCOPYING AND MICROFILMING

Scope of Service
Provision of photocopy, microfilm and photographs from books, periodicals, newspapers and microfilm and estimates for the cost of such copies.

Address
Interlibrary Loan - Photo
Yale University Library
Box 1603A Yale Station
New Haven, CT 06520
(203) 436-1972

Form of Requests
All requests for photocopying of materials protected by copyright must carry clear indication of their compliance with the copyright law (CCL) or guidelines (CCG). Requests cannot be taken over the telephone. The Library requires a written request, either an ALA form or a letter.

Verification of Requests
Requests which do not include verification of the bibliographic information provided for titles by citation of a standard printed or online reference source or which carry no alternative source of citation will be searched only with the information provided and only in Yale's public catalog. Yale is not a member of OCLC, so the provision of OCLC record numbers as a verification cannot be substituted for the citation of a standard printed reference source unless a printout of the OCLC record is attached to the request. If verification has been provided through RLIN, give the full RLIN record identification number. Extensive searching for unverified articles, sections or information in material held by Yale will not normally be undertaken (see fees, below).

Fees
There is a $12.00 minimum charge for the provision of photocopy within the United States and Canada and a $20.00 minimum charge for material provided to overseas addresses. This fee includes a maximum of 150 exposures and the cost of surface postage in the United States and Canada or the cost to send the material Air Printed Matter abroad. The cost of each exposure over 150 is $.06. Cost estimates can be provided in advance of ordering if requested. There is a $15.00 minimum charge for the provision of microfilm copies of material owned by Yale. Cost estimates can be provided in advance of ordering if requested. A research fee of $20.00 per hour, in addition to the charges made for the production of the photocopy or microfilm, is occasionally charged by the Interlibrary Loan Office for orders requiring unusual staff effort. In these cases, work will not proceed until the requesting institution or individual is notified of the added charge and has prepaid a portion of it.

Restrictions on Copying
The availability of photocopy or microfilm of specific material is determined by the material's physical condition.

INDIANA UNIVERSITY

INTERLIBRARY LOAN

IUB Libraries
BLOOMINGTON, INDIANA 47405 (812) 335-0100

Interlibrary loan is a service offered through the Reference Department to Indiana University faculty members and graduate students who are engaged in research. We are prepared and eager to be of every assistance in securing research materials from cooperating libraries. The conditions of this service are set by the Interlibrary Loan Code of the American Library Association and by regulations of individual lending libraries. The following guidelines reflect these conditions and are offered here with a request for your cooperation so that we may provide the most effective service possible.

Limitations on Loans

The following types of material cannot ordinarily be requested:

1. Rare or valuable material, including manuscripts
2. Bulky or fragile items that are difficult or expensive to ship
3. Material with local circulation restrictions
4. Material in high demand at the lending library
5. Unique materials that would be difficult or impossible to replace

Time Required

If a book or article is of use to you only before a very short deadline, Interlibrary loan is not likely, unfortunately, to prove a satisfactory process. If it is necessary to go outside the state, three weeks are usually needed, and when several libraries must be contacted before an available copy is located, the process may take one to two months or longer.

Material from the Medical Center Library in Indianapolis will take approximately ten days to secure, somewhat longer from other libraries within the state and from the Center for Research Libraries in Chicago.

Duration of Loans

The time allowed by the lending library is indicated on the yellow wrapper on the cover of the book. An extension of time should be requested only in unusual circumstances. Application for such renewal must be made before the date the item is due. If a borrower continually disregards due dates, it may be necessary to refuse further service.

Restrictions on Use

This library is bound by any restrictions on use imposed by the lending library. Some libraries require that the materials they lend be used in the borrowing library. Some require the signature of the readers of unpublished dissertations. The borrower should not let others use the books he secures on loan unless special arrangements have been made. No photocopying should be done without permission.

Costs to Patrons

Since libraries will not lend periodicals, it is necessary to obtain photocopies of needed articles. Under Special Services below, those circumstances by which the library can obtain copies of articles for patrons without charge are explained.

-OVER-

If the article cannot be obtained from any of these sources, there is a $2.00 charge to the patron for obtaining photocopies of periodical articles. The library assumes all costs over $2.00. In cases of exceptionally large photocopying costs, the patron will be asked if he is willing to pay additional fees as assessed by the lending library.

Special Services

Photocopied articles can be obtained from the Medical Center Library at Indianapolis with no charge to Indiana University-Bloomington patrons. Serials held by their library are listed in our Public Card Catalog and their list of medical journals, HESSI, is available on microfiche in the Reference Department.

Indiana University Libraries participate in a cooperative resource sharing project with the other three state university libraries and Notre Dame. There is no charge for photocopies of articles, up to 15 pages, from periodicals held by Purdue, Ball State, Indiana State University, and Notre Dame.

Recent Books

It is often difficult to borrow recent books on interlibrary loan because they are in demand at the libraries owning them. Patrons should inquire at the Reference Desk to determine if the book is on order for the library. If not, they can complete the Recommendation for Book Purchase card that is available at the Reference Desk, and, if the book is ordered, they will be notified when it is received and cataloged.

INTERLIBRARY LOAN INSTRUCTIONS:

1. Before requesting any item on interlibrary loan, first check the card catalog to determine whether the Indiana University Libraries own the material you need. If you are uncertain how it may be cataloged, ask a librarian for assistance at the Reference Desk.

2. Fill out a request for each item requested, a blue form for a periodical article or microform of a newspaper, a white one for a book or thesis. Forms are available at the Reference Desk. No more than five requests should be submitted weekly. Supply all the information requested on the form, including printed source of reference. Forms lacking complete bibliographic information or complete article citation will be returned and will cause a delay in securing the material for you. Please be sure to read and sign the "Warning Concerning Copyright Restrictions" on the back of the blue form.

3. The library will not borrow any book owned by a library on the Bloomington campus. If the book has been declared missing by the Circulation Departments of General Collections or the Undergraduate library, or by one of the branch libraries, an official statement indicating its missing status must be attached to the interlibrary loan request form.

4. Leave your request at the Reference Desk. You will be notified by telephone and/or postcard when the material is received.

5. Material should be picked up at the Reference Desk promptly after notification, and returned to the Reference Desk as soon as you have finished with it, but no later than the due date on the yellow wrapper.

2/86 BJ

INTERLIBRARY LOAN SERVICE

No library, no matter how large its acquisitions budget, can hope to own or acquire every piece of significant writing ever published. The purpose of interlibrary loan is to obtain from other libraries materials that are needed locally for research, serious study, or to support academic programs. Concomitantly, there is a reciprocal obligation to supply other libraries with materials needed by their patrons. Like many other large academic libraries, Brown is a "net lender"; in other words, it lends more than it borrows.

Interlibrary loan arrangements are largely governed by the American Library Association's Interlibrary Loan Code. The Code directs libraries to use the nearest sources first before requesting outside the state and region. To facilitate local borrowing, Brown participates in the programs of the Consortium of Rhode Island Academic and Research Libraries, the Rhode Island Interrelated Library System, and the Greater Northeastern Regional Medical Library Program. The first two provide for free and expedited interlibrary loans within the state of Rhode Island, the latter for expedited medical interlibrary loan requests among medical libraries in the Northeast. In addition, Brown and MIT have a special agreement which provides for free and expedited interlibrary loans between those two libraries.

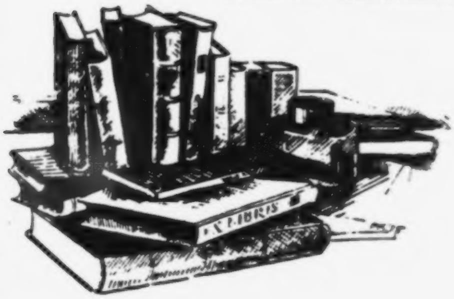
Beyond these local arrangements, Brown belongs to the Research Libraries Group, Inc., a consortium of research libraries across the U.S. who provide free and expedited interlibrary loans to each other. Brown also belongs to the Center for Research Libraries, a nonprofit "library for libraries," operated by its member institutions to increase the materials available for research. CRL maintains a collection of over three million volumes and includes over 180 members and associate members.

Recent technological developments have further facilitated interlibrary cooperation. Rhode Island libraries are connected by an electronic mail system and the medical libraries by a new automated system known as DOCLINE. RLG libraries are connected by RLIN (Research Libraries Information Network). Brown also is part of the OCLC Interlibrary Loan Subsystem, which links by computer over 3,000 libraries in the United States. Use of these systems has enabled Brown to borrow items from other libraries within a two-week period, a time-frame unheard of in the recent past.

The volume of interlibrary loans has increased so much nationally in recent years that most libraries are now charging for photocopying articles and loaning books, sometimes as much as $15.00 per transaction. Brown is fortunate in having so many reciprocal agreements with other libraries to provide free photocopies and book loans, and attempts are made to obtain items first from libraries which do not charge. However, it is not always possible to obtain items free. When a charge is incurred, the Library absorbs those for book loans, but those for photocopying are charged to the person requesting the service.

Forms for interlibrary loans may be obtained from the Reference Desks at both the Sciences and Rockefeller Libraries and from the Interlibrary Loan Offices at both those libraries. Faculty and students can help the interlibrary loan process by making certain in advance that a needed book or periodical article is not available anywhere on campus, by providing complete information on the ILL request form, and by adhering to the conditions of loan imposed by the lending library, especially due dates. Usually a book is lent for only two to four weeks, depending on the policies of the lending library. For additional information on interlibrary loan policies and procedures, contact the Sciences Interlibrary Loan Office at 863-2750, or the Rockefeller Interlibrary Loan Office at 863-2169.

CORNELL UNIVERSITY



INTERLIBRARY LOAN POLICIES

OLIN LIBRARY

SERVICES

To enhance researchers' access to scholarly materials, Olin's Interlibrary Services Department borrows books and microfilm, and obtains photocopies of journal articles and other materials from libraries throughout the United States and Canada.

ELIGIBILITY

Olin Library's interlibrary loan services are available to faculty, staff and enrolled students affiliated with Cornell's endowed campus and School of Industrial and Labor Relations.

SUBMITTING REQUESTS

Request forms are available at Olin Reference and must be submitted in person to a member of that staff. If you use one of the other endowed campus libraries or the ILR library more frequently, speak to a reference librarian in that library. In some cases your request may be accepted at that point and forwarded to Olin for processing. Accurate and complete information is essential. Do not abbreviate titles. **Lending libraries require that all requests be verified, so be sure to provide us with your source of reference.** This will enable us to process your request more quickly.

TIME

Most material comes from institutions with which Cornell has a special arrangement such as the Center for Research Libraries (CRL), the Library of Cornell University Medical College, the New York State Library, and the members of the Research Libraries Group (RLG). We assume that all items requested on interlibrary loan are needed as soon as possible. On the average, material arrives in about 2 weeks. However, if there is a problem locating your item and/or if it is available at a library with which Cornell does not have a special arrangement, it can take much longer. Therefore, **always indicate your time limit on the request form.** If your order cannot be filled by the date you specify, it will be cancelled.

LIMITATIONS

Materials generally not available on interlibrary loan are: pre-1800 imprints, rare books, newspapers and manuscripts (unless available in positive microfilm), audio-visual materials, some Ph.D. theses, genealogical materials, and entire issues of recent periodicals. In addition, photocopies of certain materials protected by copyright cannot be purchased.

CHARGES - PHOTOCOPY

Many requests for photocopies are filled free of charge as part of reciprocal arrangements with other libraries. However, you will be billed for any charges incurred when the item you request is not available at a library that does not charge us for photocopy. Therefore, **always indicate your price limit on the request form.** If no limit is stated, we assume that price is no object. For those libraries which do charge for photocopy, the cost will usually be between $6 and $10 for under 20 exposures. Charges for microfilm and copyflo (photocopy made from microfilm) vary considerably from library to library, and tend to be expensive. Ask a member of the Interlibrary Services staff for an estimate.

CHARGES - LOAN

We normally absorb any charges incurred, and do not pass them on to you.

NOTIFICATION

A notification of arrival will be sent to the address (campus or home) you indicate on your request form. All borrowed items must be picked up at the Olin Information and Reference Desks by you or a designated assistant. Photocopies will be sent to you by campus mail if a campus address is given.

RESTRICTIONS

Interlibrary loan is a courtesy provided by the lending library, and any conditions of use imposed by that library must be strictly observed. An interlibrary loan is made from one library to another for the use of an individual, not for class or reserve use. The lending library may stipulate that use of an item be restricted to the library, and it may prohibit all photocopying.

FINANCIAL RESPONSIBILITY

You will be held responsible for any damage or loss incurred while borrowed material is in your possession. **Please remember that extensive photocopying harms books.**

LOAN PERIODS

Loan periods are set by the lending library. They generally range from 2 to 4 weeks. **A borrower who consistently disregards due dates will be refused further service.** Late material can jeopardize Cornell's borrowing privileges with other institutions. All materials are subject to immediate recall.

RETURNING MATERIAL

Return all borrowed material to a staff member at the Olin Reference desk. Only when that service area is closed should material be returned to the supervisor at the Olin Circulation desk. **Never put borrowed material in a book drop and never return borrowed material to another Cornell library. You will be held financially responsible if it is lost or damaged.**

RENEWALS

Please make reading your interlibrary loan material a priority in your research. Renewals are granted at the discretion of the lending institution, and are not routinely given. If a renewal is absolutely necessary, ask for one at Olin Reference or contact the Interlibrary Services Department directly at 256-5293 at least 2 days prior to the due date.

STATUS REPORTS

If your material has not arrived after 2 weeks and you would like a status report, call the Interlibrary Services Department at 256-5293 or ask at Olin Reference. Interlibrary Services office hours are:

Monday-Thursday	8-5
Friday	8-4
Saturday & Sunday	Closed

CORNELL UNIVERSITY LIBRARIES
INTERLIBRARY LOAN/PHOTODUPLICATION CHARGES AND POLICIES
(Effective July 1, 1985)

ADDRESS ALL INTERLIBRARY LOAN REQUESTS TO:

Interlibrary Services Department
Cornell University Libraries
Olin Library
Ithaca, NY 14853-5301

NUC Symbol: NIC
RLIN ID: NYCX
OCLC Symbol: COO
PHONE: (607) 256-5293

LOAN CHARGES:

Prepayment - 1 Cornell coupon
or $10.00 check
Billed - $12.00

When prepaying send separate checks for each title

Loan requests lacking coupon or check or the statement "OK TO BILL" will be returned unsearched

Coupons can be purchased from the above address at $10.00 each

Cornell sends a complimentary coupon when requesting materials from other institutions

LOAN POLICIES:

Books:

Lend up to 5 volumes per patron or per bibliographic title
4 weeks use

Microfilm:

Lend up to 5 reels per patron or per bibliographic title
2 weeks use

ALL MATERIAL IS SUBJECT TO IMMEDIATE RECALL

NON-CIRCULATING TITLES:

Pre-1820 imprints
Periodicals of current ten years
Microcards and microfiche
Audio-visual materials
Post-June 1954 Ph.D. theses (available from University Microfilms International)

PHOTODUPLICATION CHARGES:

1 - 15 exposures - $8.00
Additional exposures - .20 each

$1.00 per additional physical volume or per additional article in same volume

Charges for microfilm, microfiche, copyflo, slides, and photographs furnished upon request

SHIPPING CHARGES:

Additional shipping charge for items sent outside the U.S. and Canada

Additional shipping charge for express courier plus $5.00 handling fee

INTERLIBRARY LOAN

Van Pelt Library University of Pennsylvania

What is it?

Interlibrary loan is a service through which library materials not owned by the University of Pennsylvania may be requested and obtained from other libraries, for use at Penn.

Who may use it?

All University of Pennsylvania students, faculty, and staff are eligible to use the service. The main Interlibrary Loan Office is located on floor 2 East, Van Pelt Library (898-7558). Students, faculty, and staff affiliated with the Dental, Law, Medical (including the Nursing School, Hospital, and Biology Department), and Veterinary Schools should use the interlibrary loan services in their departmental libraries.

Courtesy borrowers are not eligible to use this service at Penn; they should contact the interlibrary loan service at their home institution or at their local public library.

How long does it take?

Because of priority interlibrary loan arrangements among members of the Research Libraries Group (RLG), a nation-wide consortium of research libraries, we can generally provide books and photocopies of articles within 2 weeks. Materials obtained from non-RLG institutions generally take 2 to 4 weeks to arrive.

What kinds of materials can Interlibrary Loan provide?

- *Books and newspapers* -- These can be borrowed, free of charge, in their original form or in microform. The requestor will be notified by phone or mail as soon as the material is received. Borrowed items may be picked up at the Interlibrary Loan Office (or at the Reference Desk during evenings and on weekends) and kept from 1 to 4 weeks depending on the policy of the lending library.
- *Photocopies of periodical articles* -- Copies of articles from journals that are not available at Penn are provided free of charge up to 12 requests per semester. Users who anticipate making more than 12 requests per semester should discuss their needs with the Interlibrary Loan Librarian; in such cases, the user may be asked to assume the direct costs. Photocopies are mailed directly to the requestor.

Revised 7/85

- *Dissertations and theses* -- With the exception of libraries that are members of RLG, most American libraries will not lend their dissertations. Many Masters theses do circulate through ILL. Check at the Interlibrary Loan Office for information on the lending policies of specific institutions. Foreign doctoral dissertations are frequently available through our membership in the Center for Research Libraries.

- *Rare books, manuscripts, etc.* -- Libraries generally do not lend rare books or manuscripts. However, it may be possible to purchase a photocopy or microfilm copy, in which case the Interlibrary Loan Office would process the request and pass along the direct costs to the patron.

- *Archival materials, U.S. state and federal documents, foreign documents* -- Through our membership in the Center for Research Libraries, the Interlibrary Loan Office can obtain little-used and important research materials such as archival items and documents.

What cannot be borrowed through I L L ?

Materials in our collections -- Because of restrictions in the National Interlibrary Loan Code, we cannot accept requests for any materials that are owned by the University of Pennsylvania Libraries. This includes books on reserve, books charged out to other users, and books in seminar or other non-circulating collections. However, books which are lost or which are being traced may be requested.

Materials for recreational reading -- The National Interlibrary Loan Code stipulates that only materials needed for research or serious study may be borrowed.

How do I submit an Interlibrary Loan request?

Application forms may be picked up at the Interlibrary Loan Office on floor 2 East (open on weekdays from 9 to 5) and at the Reference Desk. Staff are available to provide assistance and discuss services.

We ask your cooperation in supplying on the interlibrary loan form as much information as possible about the book or journal title you are requesting. On the basis of this information, we need to find the book or journal in a standard bibliography, catalog, computerized data base, etc. in order to ascertain the accepted heading and locations for the title. If we are unable to find a listing for the requested item, we may need to call on you for more information, such as a copy of the source of your citation.

UNIVERSITY OF PENNSYLVANIA
LIBRARIES
Photoduplication Prices
Effective 1 July 1983

XEROX COPIES

1. To individuals and non-profit or educational institutions:

$3.00	minimum copying charge for up to 30 exposures per article (additional exposures $.10 each)
$3.00	service and postage
$6.00	minimum bill*

2. To commercial enterprises:

$7.50	minimum copying charge for up to 30 exposures per article (additional exposures $.25 each)
$3.00	service and postage
$10.50	minimum bill*

MICROFILM NEGATIVES

$7.50	minimum filming charge for up to 50 frames per request (additional frames $.15 each)
$3.00	service and postage
$10.50	minimum bill*

*For orders of 100-249 pages or frames, the service charge will be $5.00. For orders of 250 pages or frames and more, the service charge will be $10.00. Requests from overseas will require additional bank handling charges and prepayment in U.S. currency.

Special handling charges may be assessed for requests involving books, manuscripts, or other materials in the Special Collections Department and for requests for positive and negative prints. Positive and negative prints and film to film copying are not produced by the Library; other units and companies do the work and establish the prices.

Billing policy: Invoice with material.

Except for titles located in the Biomedical, Dental, Law or Veterinary Libraries, all requests should be directed by mail to:

Interlibrary Loan
University of Pennsylvania Libraries
3420 Walnut St/CH
Philadelphia, PA 19104
(215) 898-7558

Telephone requests for photoduplication services will not be accepted.

Revised 6/83

UNIVERSITY OF PENNSYLVANIA LIBRARIES

Interlibrary Loan Procedures and Charges

Charges for loan transactions: The University of Pennsylvania Libraries charge $10 for each loan. Only loan requests accompanied by interlibrary loan coupons or by checks payable to the University of Pennsylvania Libraries will be processed. When a request cannot be filled, the check or coupon will be returned with the ILL form.

Transactions: One coupon (or $10) is required for each transaction. One transaction covers one bibliographic title, generally up to 4 physical volumes or reels of microfilm. Normally, no more than 4 volumes or reels of a title can be supplied at a time. For certain heavily used titles, it may be necessary to set a limit of one volume. In such cases, requests for additional volumes or reels should be submitted one at a time, with each request accompanied by a check or coupon.

Purchasing coupons: Coupons may be purchased in any quantity from the address below, for $10 each. There is no discount for quantity purchases. Checks should be made payable to the University of Pennsylvania Libraries and should be sent with the request. We cannot invoice for coupons.

Interlibrary Loan
University of Pennsylvania Libraries
3420 Walnut St. CH
Philadelphia, PA 19104

Reciprocal coupons: Any other library's ILL coupon, regardless of face value, will be accepted as payment. For example, ILL coupons from Cornell, Princeton, Columbia, Dartmouth, Michigan and Johns Hopkins are all valid.

Borrowing: The University of Pennsylvania Libraries pay for filled interlibrary loan service from other libraries by enclosing one Penn coupon with each loan request.

Photocopying: Charges for photocopies will continue to be handled through a billing system. Coupons cannot be used for payment of photo requests.

Send requests to: Except for titles located in the Biomedical, Dental, Law, or Veterinary Libraries, all requests should be directed to the Interlibrary Loan Office in the main library at the address given above.

The Biomedical, Dental and Veterinary Libraries will continue to follow the interlibrary loan policies and procedures of the Regional Medical Library network as appropriate.

Revised 3/83

UNIVERSITY OF PENNSYLVANIA LIBRARIES

Interlibrary Loan Policies

Effective 1 July 1983

Interlibrary Loan
University of Pennsylvania Libraries
3420 Walnut St/CH
Philadelphia, Pennsylvania 19104

NUC Code: PU
RLG ID: PAUG
OCLC Code: PAU

Photoduplication Service: same address

Phone: (215) 898-7558

CHARGES:
- Per loan transaction: ILL coupon or check for $10
- Postage: charge only for special handling.

BOOKS:
- Will lend: normally up to 4 vols. per title
- Will not lend: pre-1800 imprints
- Loan period: varies, 2 wks.- 1 mo.
- Renewal: yes

DISSERTATIONS:
- Lending: Pre-1953 Ph.D. dissertations are lent if a circulating copy is available. Ph.D.s after 1953 are not available for loan.

- For Sale: From University Microfilms, 1953-date. Pre-1953 may be purchased from Univ. of Pa. Library with author's permission.

MASTER'S THESES:
- Lending: Yes, if circulating copy is available.

- For Sale: From Univ. of Pa. Library with author's permission.

PERIODICALS:
- Bound: will not lend
- Unbound: will not lend
- Microfilm: will lend up to 4 reels per title

MICROFORMS:
- Cards: will lend
- Films: will lend
- Fiche: will lend
- Print: will lend

NEWSPAPERS:
- Bound: will not lend
- Unbound: will not lend
- Microfilm: will lend

CHRISTMAS HOLIDAY SUSPENSION
December 8 to January 2

UNIVERSITY OF WISCONSIN-MADISON

UNIVERSITY LIBRARIES
Memorial Library
728 State Street
Madison, Wisconsin 53706

NEW LENDING POLICIES

LOAN CHARGE

As of July 1, 1986, the University of Wisconsin-Madison Memorial Library will charge a $10 loan fee to out-of-state borrowers for each filled request. The fee will cover the supply of one title with a maximum of 5 volumes or reels. The campus libraries covered by this policy are Memorial, Geology, Geography, Music, Art, Social Science Reference, Pharmacy, Physics, Math, Business, Biology, Chemistry, Social Work, Astronomy, College (undergraduate) and are represented by the NUC, OCLC, and RLIN acronyms WU, GZM and WIUO respectively. The campus libraries with separate interlibrary loan offices, such as Agriculture, Engineering, Health Sciences and Law, will not be covered by this policy.

DISSERTATION LENDING EXPANDED

Dissertations completed at the University of Wisconsin-Madison between 1932 and the present will be available for loan. This represents a major expansion in our previous lending policy, which now includes the lending of post-1955 dissertations.

LOAN PERIOD EXPANDED

The loan period for borrowed material has been extended to one month from the date of receipt. This is a doubling of the previous loan period. However, renewals will not be accepted.

NO SEPARATE POSTAGE FEE

Postage will be included in the loan fee, except when special handling is requested or when an item is lent outside of North America.

PAYMENT INSTRUCTIONS

Payment for loans needs to be made by coupon or by check made out to the University of Wisconsin Libraries. Payment must accompany the request, except in the case of OCLC requests. With items borrowed via OCLC the coupon or check may be sent when the item is returned. However, there should be a statement on the initial transmission of the request indicating that payment will be made when the item is returned. RLIN requests for Chinese, Japanese and Korean material will be an exception and continue to be processed following the present RLIN guidelines.

Coupons may be purchased in packets of 5 or more from the address noted below. Checks should be made payable to the University of Wisconsin Libraries.

Interlibrary Loan Department
231 Memorial Library
University of Wisconsin Library
728 State Street
Madison, WI 53706

PHOTOCOPIES

Photocopies will continue to be invoiced with the material. Coupons should not be used for payment of photocopies.

UNIVERSITY OF WISCONSIN-MADISON
MEMORIAL LIBRARY

INTERLIBRARY LOAN DEPARTMENT POLICY

EFFECTIVE DATE: July 1, 1986

ADDRESS: Interlibrary Loans
231 Memorial Library
728 State Street
University of Wisconsin
Madison, Wisconsin 53706
Phone: (608) 262-8958

NUC Code: WU
OCLC Code: GZM
RLIN Code: WIUO
(CJK only)
TWX-not available

LOANS

BOOKS:
Will lend X
Length of loan 1 month from date of receipt
Renewable No
Out-of-state charge per title 1 coupon or $10.00 check (5 volumes, reels, etc. loaned per title)

PERIODICALS:
Will not lend X

MICROFORMS:
Will lend X
Length of loan 1 month from date of receipt
Renewable No

DISSERTATIONS:
Will lend 1932 - present
Length of loan 1 month from date of receipt
Renewable No
Will not lend Those before 1932

MASTERS THESES:
Will not lend X

REPRODUCTIONS FOR DISSERTATIONS & THESES:
Univ. Microfilms PhDs since July 1, 1955
UW-Madison PhDs before July 1, 1955 and all Masters

POSTAGE:
Will not be assessed except when special handling is requested or when an item is lent outside of North America.

REPRODUCTIONS

OUTSIDE WISCONSIN - PHOTOCOPY SERVICE:
Charge per exposure $ .15
Postage charge Minimum .50
Searching & handling fee (per title) 6.00
Automatic xerox of 10 exposures or less

OUTSIDE WISCONSIN - MICROFILM SERVICE:
Positive charge per reel $15.00
Negative charge per exposure .10
Minimum 10.00
Postage Minimum .50

(Requester pays for both negative and positive; negative is retained by library.)

WITHIN WISCONSIN - PHOTOCOPY SERVICE:
Charge per exposure $ .10
Postage charge Minimum .50
Searching & handling fee (per title) 2.00
Automatic xerox of 10 exposures or less

WITHIN WISCONSIN - MICROFILM SERVICE:
Positive charge per reel $12.00
Negative charge per exposure .07
Minimum 10.00
Postage Minimum .50

(Requester pays for both negative and positive; negative is retained by library)

BILLING POLICY FOR REPRODUCTIONS:
Invoiced with material Yes

(Coupons not accepted for payment of reproductions.)

CATALOG CARDS FROM UW-MADISON CATALOGS:
(All requesters)
Charge per exposure (6 cards/exposure)
on paper $ .22
on card stock .25
Postage & handling charge Minimum .75
Searching & filing fee 2.00

INTERLIBRARY LOAN SERVICE IS NOT SUSPENDED DURING CHRISTMAS VACATION

OSU

The Ohio State University

University Libraries
1858 Neil Avenue Mall
Columbus, Ohio 43210-1286
Phone 614-422-6151

Interlibrary Loan
422-6211

June 12, 1986

Dear Interlibrary Loan Librarian:

Enclosed is a copy of the interlibrary lending policy and fee schedule for the Ohio State University Libraries, effective July 1, 1986. Changes that may directly effect your library include:

1. The institution of an $8.00 lending fee for all out-of-state filled loan requests.
2. A change from shipping loans via U.S. Postal Service Library Rate to United Parcel Service to insure faster and more secure service. (Postage is included in the lending fee.)
3. A change in photocopy charges from $4.00 handling fee, plus $.15 per exposure, to $8.00 handling fee including the first 25 exposures, and $.15 per additional exposure.

Please read over the enclosed information carefully. In order to provide service to your library through United Parcel Service, please make sure that the address we have for you is complete and accurate. We will be unable to deliver packages to Post Office Boxes through UPS, and street and building addresses are most helpful.

We look forward to continuing our cooperative relationship with you.

Sincerely,

Eva D. Godwin

Eva D. Godwin
Interlibrary Loan Librarian

EDG:sg

The Ohio State University
LIBRARIES
Interlibrary Loan Office

NEW LENDING POLICIES

LOAN CHARGES

As of July 1, 1986, the Ohio State University Libraries will charge an $8.00 loan fee to out-of-state borrowers for each filled request. This covers loan of books, dissertations, theses, microfilms, microfiche, and serials, including multi-volume and multi-reel sets of single titles. The fee includes postage by United Parcel Service to locations in the continental U.S. and Canada. Air Mail postage will be charged in addition to lending fees on all loans mailed overseas.

PHOTODUPLICATION CHARGES

Also on July 1, 1986, photoduplication fees will increase to $8.00 per filled request. This charge includes up to 25 exposures; a fee of $.15 per additional exposure will be charged for articles in excess of 25 exposures.

PAYMENT GUIDELINES

Billing will be by invoice from the OSU Libraries Business Office, and need not be paid in advance. For speed and convenience, please indicate on each request that charges are acceptable in advance. All others will be returned for authorization before filling. Lending charges are waived for Ohio libraries, and other institutions with which we have reciprocal charging agreements. Photoduplication fees are waived for Inter-University Library Council member institutions (an organization of Ohio's public universities), and others by mutual arrangements.

BRANCHES WITH SEPARATE POLICIES

OSU Health Sciences Library; OSU Law Library.
All requests filled by these two locations are not covered by these policies, and are subject to separate procedures and charges.

edg
860610

Main Library 1858 Neil Avenue Mall Columbus, OH 43210 (614) 422-6211

July 1, 1986

INTERLIBRARY LENDING POLICY

Interlibrary Loan Office
Ohio State University Libraries
1858 Neil Avenue Mall
Columbus, Ohio 43210-1286
USA
Phone: (614) 422-6211

OCLC Symbol : OSU
NUC Symbol : OU
TWX : Not Available
Phone Requests : Not Available
Over-the-Counter Requests : Not Available

* * *

WILL LEND:

Circulating Monographs, Microforms, Theses, and Dissertations*. Journals will be judged on a case-by-case basis.

EXCEPTIONS: Reference Materials, Rare Books, Uncataloged Government Documents, A/V Materials, Current Imprints, and Items in Poor Condition.

LOAN PERIOD: 2 weeks use after receipt, NO renewals.

CHARGES:

PHOTODUPLICATION: $8.00 for the first 25 exposures; $.15 per additional exposure.**

LENDING: $8.00 per out-of-state request.**

POSTAGE: All packages are shipped via United Parcel Service and postage is included in the lending fee.

Air Mail postage will be charged in addition to lending fees on all loans mailed to foreign countries.

Billing is by Invoice on a Monthly Basis from the OSU Libraries Business Office.

SPECIAL ARRANGEMENTS:

* OSU lends PhD Dissertations on a reciprocal basis only; if interested in arranging an agreement, please contact ILL at the address above.

1954+ Dissertations are available from University Microfilms Incorporated.
Pre-1954 Dissertations are loaned if a circulating copy is available.

** Normal Photoduplication fees are waived for Inter-University Library Council member institutions (public universities in Ohio), and others by mutual arrangements.

Lending Charges are waived for Ohio Libraries, and other institutions with which we have reciprocal charging agreements.

Photocopies are supplied in lieu of loans for items 25 pages or less, when charges are acceptable.

BRANCHES WITH SEPARATE POLICIES:

OSU Health Sciences Library; OSU Law Library.

All requests filled by these two locations are subject to separate procedures and charges.

Codes

YALE UNIVERSITY

KLINE SCIENCE LIBRARY
INTERLIBRARY LOAN/PHOTODUPLICATION CODE

I. Definition

Interlibrary loans/photoduplications are transactions in which library materials are made available by one library to another for the use of an individual.

"by one library to another" -- Individuals may not make direct requests for loans, but must ask their own library to make the loan request for them.

"for the use of an individual"-- The loan is for the exclusive use of the individual making the request. If the item is to be used by more than one individual, such as a research team, this fact should be indicated on the request. In both cases copyright compliance must be indicated and met.

II. Purpose

The purpose of interlibrary loans/photoduplications is to make available, for research, materials not owned by a given library. Since it is increasely evident that it is impossible for any one library to be self-sufficient, and in the belief that the furtherance of knowledge is in the general interest of all researchers, interlibrary photodupication and borrowing or lending is regarded by Kline Science Library as essential to library service.

III. Responsibilities of a Borrowing Library

It is assumed that each library will provide the resources to meet the study, instructional, informational, and normal research needs of its users and that materials from another library will be limited to items which the library does not own or can not readily obtain. The borrowing library is responsible for screening all applications for loan and photoduplication and should reject those which do not conform to the code or policies.

IV. Responsibilities of a Lending Library

The lending library has the responsiblities of informing the borrowing libraries of any failures to observe the provisions of the code or policies.

DARTMOUTH COLLEGE

NEW HAMPSHIRE INTERLIBRARY LOAN CODE

This code is a voluntary agreement adopted by Dartmouth College Library on November 22, 1967 to govern interlibrary lending among libraries in the state of New Hampshire. Although correlated with the A.L.A.-National Interlibrary Loan Code this local code is intended to promote a more liberalized interlibrary loan policy among the libraries adopting it. It is based on the premise that lending among libraries for the use of an individual in the state of New Hampshire, is in the public interest and should be encouraged. However, liberal interlibrary lending should be no substitute for the development of adequate collections based on the needs of the service areas represented, in libraries and library systems.

This code may be further expanded or modified to meet the particular interests of participating libraries.

The American Library Association expects to publish a procedures manual suggested for use in implementing the national code; libraries requesting materials on loan under the provisions of the local code are urged to follow the recommendations of the manual whenever feasible.

I. Definition

1. Interlibrary loans are transactions in which library materials are made available by one library to another; for the purposes of this code they also include the provision of copies as substitutes for loans of the original materials.

II. Purpose

1. Since it it increasingly evident that it is impossible for any one library to be self-sufficient, and in the belief that the furtherance of knowledge is in the general interest, interlibrary borrowing and lending is regarded by the libraries subscribing to this agreement as essential to library service.

III. Responsibility of Lending Libraries

1. Lending libraries will practice as liberal and unrestrictive a policy as is possible in interlibrary loans, with due consideration to the interests of their primary clientele.
2. Lending libraries have the responsibility of informing borrowing libraries of any failure to observe the provisions of this code, and if necessary may invoke the provisions stated in Sec. XII.

IV. Responsibility of Borrowing Libraries

1. It is recognized that interlibrary lending does not relieve any library of the responsibility of developing its own collection. Each library will provide the resources to meet the ordinary study, educational, instructional, informational and research needs of all of its users. Requests to borrow from other libraries will be limited to those items which the library might not be expected to own. No library should depend upon another to supply the normal needs of its clientele except under special

agreement for such service.

2. Borrowing libraries will make every effort to exhaust their own resources before resorting to interlibrary loans.
3. Borrowing libraries will screen carefully all applications for loans, rejecting those which do not conform to this code. (See also Art. VII, Conditions of Loans; Art. IX, Form of Request)

V. Scope

1. Any type of library material needed for the purposes of study, instruction, information, or research may be requested on loan or in photocopy from another library. The lending library has the privilege of deciding in each case whether a particular item should or should not be provided, and whether the original or a copy should be sent. These decisions may be determined by the nature of the material or its physical condition, the degree of active demand for the material requested [or other reasons specifically indicated in this agreement].
2. Under the terms of this agreement it is permissible to request on interlibrary loan:
    a. Materials collected in specialized subject fields and in special nonrestricted collections
    b. Materials collected under special acquisition agreements
    c. Materials bought under special grant or other programs intended to promote economical use of the total resources of the area
    d. Reference materials whenever lending might not hinder the service of the lending library.
3. Under the terms of this agreement, borrowing libraries will not ordinarily request:
    a. Books in current and/or recurring demand
    b. Bulky or fragile materials
    c. Rare materials
    d. A large number of titles for one person at any one time
    e. Duplicates of titles already owned
    f. Materials which can be copied cheaply
    g. Materials for class, reserve, or other group use
4. Each participating library will prepare a statement of its interlibrary loan policies and procedures to further supplement the national and New Hampshire code and will make this statement available to all participating libraries.

'I. Expenses

1. The borrowing library should be prepared to assume any costs charged by the lending library as agreed upon in this code. If the charges are more than nominal, and not authorized beforehand by the borrowing library, the lending library will inform the requesting library and obtain authorization to proceed with the transaction. Borrowing libraries should attempt to anticipate charges and authorize them on the initial request.

2. In the interests of efficiency the lending library may agree to absorb nominal costs for:
    a. Postage
    b. Photocopying
    c. Insurance
3. Libraries may make special contractual or other arrangements, including financial reimbursement or other adjustments, in recognition of service contributions from libraries whose resources are used extensively under this agreement.

VII. Conditions of Loans

1. The safety of borrowed materials is the responsibility of the borrowing library. The borrowing library will meet all costs of repair or replacement in accordance with the preferences of the lending library.
2. The borrowing library will honor any limitations on use imposed by the lending library.
3. The borrowing library is responsible for returning loans promptly and in good condition.
4. Unless specifically forbidden by the lending library, it is assumed that copying is permitted, provided that it is in accordance with copyright law and A.L.A. policy and further, provided no damage to the original volume will result.

VIII. Placement of Requests

1. Special arrangements for lending of materials by designated resource libraries may be made within the context of this agreement. Requests should be routed through such established channels as may be agreed upon by libraries participating in a local, state, or regional plan for library service.
2. Every effort will be made to locate materials through available local, state, and regional union catalogs, book catalogs, and union lists.
3. Requests may be made by mail, or transmitted by special or regularly scheduled messenger service, using the standard A.L.A. form or the A.L.A. photoduplication form (or a mutually acceptable form) or by teletype, using a format based on the standard form. Telephone requests will be confirmed by the mailing of the standard form unless the lending library waives this record.
4. No library will lend directly to an individual on an interlibrary loan basis, except with specific permission of the borrowing library.

IX. Form of Request

1. Materials requested must be described as completely and accurately as possible following accepted bibliographic practice.
2. All items requested shall be verified in standard bibliographic tools and sources of verification cited. When the item requested cannot be verified, the statement "cannot verify" shall be indicated, and complete informaion as to source of reference furnished.

3. If verification is disregarded, or the bibliographic data is incorrect, and unless special agreement otherwise provides, the lending library may return the request unfilled.
4. The name and status (position or other identifying information) of the individual for whom the material is being requested shall appear on the request form.
5. All requests and shipments shall be conspicuously labeled "Interlibrary Loan."

X. Duration of Loan

1. Unless otherwise specified by the lending library, the duration of the loan shall be calculated as the time the item is to be in the borrowing library, disregarding the time spent in transit. The period of loan shall be that ordinarily extended by the lending library.
2. Renewal requests shall be kept to a minimum. The renewal request shall be sent in time to reach the lending library on or before the due date. The lending library should respond to renewal requests promptly; if it does not, it will be assumed that renewal for the same period as the original loan is granted.
3. The loan period specified by the lending library should be appropriate to the type of material.
4. The borrowing library is responsible for returning interlibrary loans promptly and in good condition.

XI. Notification and Acknowledgement

1. The lending library shall notify the borrowing library promptly whether or not the material is being sent; if the material cannot be supplied, the lending library shall state the reason.
2. Except in the case of very valuable shipments, no acknowledgement of receipt is necessary. If there is undue delay in receipt of shipments, the borrowing library shall notify the lending library so that a search may be initiated.

XII. Violation of the Code

1. Continued disregard of the provisions of this code shall be sufficient reason for suspension of borrowing privileges.

Signed ______________________
NAME

Asst. Col. Lib.
TITLE

INDIANA UNIVERSITY
The University Libraries
BLOOMINGTON, INDIANA 47401

INTERINSTITUTIONAL LIBRARY SERVICES: CODE OF REGULATIONS

Note: Regulations are listed in the order of their development.

Full library privileges are to be accorded at any of the four State Universities to the faculty and students of the others. Presentation of an I.D. card shall be required. This card shall be the faculty or student I.D. which he uses on his own campus.

Inter-Library Loans for faculty and students of participating universities are to receive special handling...expedited service.

Reference assistance, bibliographic searching, and other specialized library services are to be made available via SUVCN and TWX service.

Cataloging assistance for specialized and foreign language materials will be provided for materials already cataloged for which no LC copy is available.

The patron is responsible for returning all materials to the proper library at the proper time. The length of a loan is to be determined by the lending policy of the lending library.

Each participating library is to provide a sample I.D. card to the other libraries...preferably both student and faculty sample copies.

All loans are subject to the established lending code of the lending library.

The lending policy of each of the participating libraries is to be circulated to each of the other cooperating members.

Routines for borrowing and lending are to be set up within existing procedures of the participating libraries.

Interlibrary loan services to undergraduate students are to be honored at the discretion of the requesting library.

The policy of circulation off campus of recent books is to be kept a loose policy. Requests for recent books should serve as a buying guide to the borrowing library.

There shall be an exchange of all publicity releases.

Regarding supplying xeroxed copy of missing pages, such requests may be sent at any time, but the processing library reserves the right to fill requests during slack times unless the request is marked urgent. The charge for missing pages is to be kept within the existing procedures.

Books borrowed personally may be returned to the proper library by the Interlibrary Loan departments of the participating libraries if proper notation is provided so that the returned item will be properly discharged. A grace period on overdues will be allowed to compensate for mailing time.

Cataloging assistance...if such a request can not be filled at one university library cataloging department, it shall be forwarded to another rather than being returned to the department making the request.

An interpretation of the clause in the original agreement relating to copying service is as follows: Each separate order up to and including ten pages will be copied free of charge. A charge of ten cents per page will be made for the remaining pages.

Note: The future contract should be rewritten to allow fifteen pages per request to be copied free of charge with a charge of ten cents per page for all pages over fifteen.

Missing pages are to be considered as separate from other Xerox requests and are to be supplied at a straight charge of ten cents per page.

Note: Suggested for the future contract---an exchange policy whereby each library would pay only for the number of pages it received over the number it supplied. Purdue should exchange with I.U. and Ball State with I.S.U.

Only Xerox copy is acceptable for the purpose of supplying missing pages. Margins must be wide enough to allow for binding.

Whenever possible, Indiana State University and Ball State should attempt an exchange of materials in order to lighten the load on Indiana University and Purdue.

Requests with serious errors are to be returned.

No limit is to be set on the number of items a given person can borrow at a given time. However, no library should request more material for a patron than he can use during the loan period allowed. A policy of calling before placing extra heavy requests was suggested.

Cooperative Programs and Services

Member Libraries:

A.A. Aaron Library Buffalo General (including Deaconess Hospital) 100 High Street Buffalo, NY 14203	845-2878
Medical Library Children's Hospital 219 Bryant Street Buffalo, NY 14222	878-7304
Medical Library Erie County Medical Center 462 Grider Street Buffalo, NY 14215	898-3939
Medical Library Mercy Hospital 565 Abbott Road Buffalo, NY 14220	826-7000 Ext. 2323
Kideney Health Sciences Library Millard Fillmore Hospital 3 Gates Circle Buffalo, NY 14209	887-4848
Medical Library Research Institute on Alcoholism 1021 Main Street Buffalo, NY 14203	887-2511
Medical Library Sisters of Charity Hospital 2157 Main Street Buffalo, NY 14214	862-2846
Information Dissemination Service Health Sciences Library State University of New York at Buffalo Buffalo, NY 14214	831-3351
Medical Library Veterans Administration Medical Center 3495 Bailey Avenue Buffalo, NY 14215	834-9200 Ext. 2377

Library Consortium of Health Institutions in Buffalo

Member Institutions

Buffalo General Hospital
(including Deaconess Hospital)
Children's Hospital
Erie County Medical Center
Mercy Hospital
Millard Fillmore Hospital
Research Institute on Alcoholism
Sisters of Charity Hospital
State University of New York at Buffalo
Veterans Administration Medical Center

SUNY-BUFFALO

Office of the Consortium
c/o Information Dissemination Service
Health Sciences Library
State University of New York at Buffalo
Buffalo, New York 14214
Tel. (716) 831-3351

[redacted]

[redacted]

Purpose

To promote the cooperation of member libraries in developing and strengthening their resources and services through the:

1. Coordination of serials acquisitions and the compilation of a Union List of Serials.
2. Development and sharing of a core collection of locally available media materials compiled in a Union List of Audiovisuals.
3. Cooperative acquisitions of monographs and the development of a Consortium monograph catalog.
4. Cooperative processing of library materials.
5. Expansion of support for interlibrary loan services supplementing the State and Federal library programs.
6. Standardization of library functions.
7. Shared expertise in librarianship.
8. Promotional publications of the Consortium.

These, as well as other programs to be developed, will provide more effective library and information services to meet the educational and health care needs of all professionals, faculty, staff and students of the member institutions.

Background

An affiliation relationship between the State University of New York at Buffalo and the participating institutions has existed for decades, but this is the first time that a formal cooperative agreement among the Consortium member libraries has been established. Such an effort becomes even more significant and timely when all the member institutions are facing budget constraints and, at the same time, a growing demand for health information.

Organization

The Consortium was founded in July 1982 and is governed by its By-Laws. It consists of a Board of Directors composed of an administrator from each member institution, an Executive Committee made up of head librarians, and a Consortium Director. All the participating institutions are required to make a service or fiscal contribution to support the service programs of the Consortium.

Services Available to Member Institutions

Members of the faculty, staff and students of any of the Consortium institutions may obtain the following library services through the library of their institution:

- Loan of books.
- Photocopied journal articles.
- Loan of audiovisual material.
- Computerized bibliographic printouts of searches processed on health-related databases.
- Interlibrary loan referral service.
- Reference service.

Resources

The collections of all member libraries are available through standardized interlibrary loan procedures.

The Health Sciences Library is a Resource Library in the Greater Northeastern Regional Medical Library Program and has access to the collections of the participating libraries. HSL is also a member of the New York State Interlibrary Loan Network (NYSILL) and the Western New York Library Resources Council.

WHERE TO CALL FOR ADDITIONAL INFORMATION

Transportation Service To/From Stanford

The UC Central Garage operates a bus between Stanford and Berkeley.

Bus schedules and fares, call UC Central Garage at 642-5149.

AT BERKELEY

Eligibility for Program Card	642-6647
General Reference Service	64-BOOKS
Registration	642-3403
Service Desk	642-6647
BAKER (Delivery Service)	64-BAKER

AT STANFORD

Catalog Information Desk	497-9108
Eligibility for Program Card	497-1491
General Reference Service	497-1811
Registration	497-1491
Privileges Desk	497-1491
FASTBOOK (Delivery Service)	497-FAST

Library Orientation Leaflet 25 [illegible]

STANFORD
BERKELEY COOPERATIVE PROGRAM

U.C. BERKELEY
STANFORD

GENERAL LIBRARY
UNIVERSITY OF CALIFORNIA
BERKELEY

The Program

The UC Berkeley/Stanford Research Library Cooperative Program makes the library resources of UC Berkeley and the Stanford University libraries available to eligible researchers from both institutions.

Who at Berkeley is Eligible

Faculty, most academic staff, and currently registered graduate students at Berkeley.

How to Register for the Program

Apply at the Service Desk on the second floor of the Main Library at Berkeley, Monday through Friday, 9 a.m. to 5 p.m. Eligible applicants will receive a numbered Program Borrower's Card valid for borrowing materials from the libraries of Stanford University.

Services of the Program

Your Program Borrower's Card entitles you to:

- browse and borrow in any library on the Stanford campus, subject to the regulations of that library.
- telephone for information on library holdings and/or availability of specific materials.
- request that library materials be delivered from Stanford to the Berkeley Main Library Circulation Desk.
- request that journal articles on the Stanford campus be photocopied (for a fee) and mailed to your campus address.

How to Find Out About Books at Stanford

To obtain information on Stanford library holdings, call the Stanford Catalog Information Desk (497-9108). Limited information about Stanford holdings is also available at the General Reference Desk in the Berkeley Main Library, second floor.

Before you make a trip to Stanford, it is advisable to call the specific library unit known to have your material to ensure that it will be available when you arrive. Depending upon staff availability, circulation status of the book will be checked. When you call, mention that you are a Berkeley Cooperative Program participant. You may wish to request that material in storage be paged and held at the Loan Desk in the Stanford Green Library pending your arrival at Stanford.

To Have Stanford Materials Delivered to Berkeley

To request delivery of Stanford library materials or photocopies, call 497-FAST (497-3278). The requested items may be picked up at the Circulation Desk of the Berkeley Main Library, usually within three working days. If the material is unavailable, you will be notified. Photocopied material with an attached bill will be mailed to your campus address.

Return the material, by the date due, directly to the Stanford library from which it was borrowed, or to the Circulation Desk of the Berkeley Main Library, which will forward it to Stanford. If you return Stanford material via the Berkeley Main Library, please allow three working days before the date the material is due to ensure arrival at the Stanford destination in time. Be sure the material is clearly marked "Return to Stanford." You are responsible for materials until they have been returned to the library from which they were borrowed. When returning material via Berkeley, ask for a receipt at the Main Library Circulation Desk; if your material is lost on its way back to Stanford, your receipt will absolve you of responsibility for payment.

THE UNIVERSITY OF THE STATE OF NEW YORK
THE STATE EDUCATION DEPARTMENT
CULTURAL EDUCATION CENTER
EMPIRE STATE PLAZA
ALBANY, NY 12230

THE NEW YORK STATE LIBRARY
DIRECTOR

April 12, 1983

Ms. Rachael K. Goldstein
Director
Columbia University
Health Sciences Library
701 West 168 Street
New York, N.Y. 10032

Dear Rachael:

For the past eighteen months the New York State Library, the New York Academy of Medicine, and the participating RML area and resource libraries in New York State have been planning an improved communications interface between the NYSILL and RML networks. This communications interface involves the installation of a TRS-80 microcomputer (and printer attachment) in each of the participating RML libraries. As a major RML resource library in New York State, I am pleased to invite you to participate in this communications interface.

The terms and conditions of that participation are described in the enclosed Letter of Understanding. Because item 5 has been misinterpreted by some, I would like to clarify it. Item 5 does not change local and regional protocols for receiving and referring requests, but is intended only to prohibit participating libraries from charging for referral of requests to the New York State Library. The Letter of Understanding assumes that local and regional protocols for receiving and routing requests will continue to operate.

Please sign and return one copy of the enclosed tc my office at your earliest convenience. After your signed letter has been received, State Library staff will be in touch with you to make arrangements for installation of the equipment and staff training.

If you have any problems with the text, or questions, please do not hesitate to call me (518-474-5930). We look forward to working with your Library to further improve health information services in New York State.

Sincerely,

Peter J. Paulson
Director

Enc.
cc: Brett Kirkpatrick

THE UNIVERSITY OF THE STATE OF NEW YORK
THE STATE EDUCATION DEPARTMENT
CULTURAL EDUCATION CENTER
EMPIRE STATE PLAZA
ALBANY, NY 12230

THE NEW YORK STATE LIBRARY DIRECTOR

LETTER OF UNDERSTANDING BETWEEN NEW YORK STATE LIBRARY AND COLUMBIA UNIVERSITY, HEALTH SCIENCES LIBRARY

Under Chapter 718 of the Laws of 1981, the New York State Library and the New York Academy of Medicine as contractor for Region 1 of the National Library of Medicine Regional Medical Library Program, with the consent of participating RML resource and area libraries, have agreed to establish a closer communications interface between the NYSILL and the RML document delivery networks.

To implement this communications interface, the New York State Library (hereinafter referred to as State) and Columbia University, Health Sciences Library (hereinafter referred to as resource library) agree to the following:

1) State will provide resource library with a TRS-80 Model II microcomputer and a TRS-80 DMP 500 printer. This equipment remains the property of State.

2) State will make available access to the on-line catalog of the State Library (CMS system) and the NYSILL network, and will provide a modem for this purpose. This equipment may also be used for communications with the National Library of Medicine and other RML libraries, and such other purposes as both parties deem appropriate.

3) State will poll resource library on a scheduled basis for the purpose of sending and receiving messages, and will pay the telecommunications costs of such scheduled polling.

4) State will be responsible for maintenance of the equipment in operating condition, either through repair or replacement; resource library agrees to exercise reasonable care and prudence in use of the equipment.

5) Resource library agrees to make referrals to the New York State Library without charge. Referrals to other RML network libraries in New York State will also be made without charge, except that a charge may be made to the requesting library when a referral to the RML network is required and the approved locator tool has not been used appropriately by the requesting library.

6) Resource library agrees to make the most appropriate referrals possible, taking into account any instructions provided by the requesting library, RML protocols, and the need to maximize the use of non-reimbursed resources.

7) Resource library will make a progressive effort to achieve or improve document delivery performance in order to meet standards of the RML network for such libraries.

8) The terms of this agreement shall be subject to annual review.

9) This agreement may be terminated if resource library ceases to serve as an RML resource library, or may be terminated by either party upon 90 days notice. Upon termination of this agreement, for whatever reason, all equipment described in (1) and (2) above will be returned immediately to State. State and resource library may extend or modify this agreement by mutual consent.

10) All clauses in this agreement are subject to State appropriation.

By signing and returning one copy of this letter, Columbia University, Health Sciences Library agrees to the above conditions.

Signature

Peter Paulson
Name

Director
Title

New York State Library
Institution

4/12/83
Date

Signature

Rachael K. Goldstein
Name

Health Sciences Librarian
Title

Columbia University Libraries
Institution

4/29/83
Date

SPECIAL SERVICES – Tailored to individual needs

The need for information is universal. For some people, special formats are necessary to convey needed information.

Talking Book records and cassettes, Braille and large print materials for those unable to see or handle standard printed items are provided by direct mail to eligible registered patrons through a program sponsored by the Library of Congress, the Illinois State Library and Illinois library systems. Another service for the physically handicapped, the Illinois Radio Reader offers closed circuit radio broadcast of articles from area newspapers and other current or local interest information. The Illinois Radio Reader is supported by a grant administered by Lincoln Trail.

An estimated one-fifth of all adults in America are illiterate. The special information needs of these people are the focus of a Lincoln Trail education and training program to assist libraries in developing services for the illiterate segment of our population. The Lincoln Trail project includes collections of reading material designed for use by adults who are unable to read or are learning to read.

THE COMPUTERIZED LIBRARY– Instant access, rapid delivery

In today's information-saturated world, libraries need computers for more efficient service. The reliable card catalog is still at most local libraries, but the electronic catalog opens up vast additional possibilities for you. Lincoln Trail's computerized database gives immediate information about more than a million books and other materials from member libraries for speedier loans from library to library. This on-line catalog contains all or parts of the collections of 51 libraries.

The computer system also provides the technical means for computerized circulation of books and other materials in seventeen of Lincoln Trail's member libraries. In these libraries, the computer may also be applied to internal operations for faster, more efficient service.

Besides allowing libraries to operate with greater accuracy and speed than ever before, the computer is a growing interest of the public. In response to this interest, some Lincoln Trail libraries offer computers for public use, in a special Lincoln Trail project.

THE REFERENCE SERVICE – A fact-finding mission

Answering questions. Tracking down facts. Discovering information.

When your library cannot supply the answer to a specific question, Lincoln Trail's Reference Service takes up the challenge. Lincoln Trail's professional reference staff carries the question outward in concentric circles, beginning with the reference collection located at LTLS headquarters. If an answer is not found there, the question will be taken to possible other sources of information among Lincoln Trail member libraries, identified from their holdings on the computerized database. Reference services of other Illinois library systems also may be checked, including any of the Research and Reference Centers for Illinois: the University of Illinois, the Illinois State Library, Chicago Public Library and Southern Illinois University.

Your answer may be supplied in many forms - from a friendly voice on the telephone giving you the information you've been seeking, to books, photocopies or printouts from computer databases.

THE DELIVERY SERVICE – Information express

If you ever pass a library you don't normally visit, you might not realize it's possible to drop off the library books and materials you checked out from your regular library. Lincoln Trail Libraries System's Delivery Service will get your books back to the right shelf for you.

Lincoln Trail's delivery vans provide easy and quick access to materials requested on interlibrary loan. All Lincoln Trail member libraries receive delivery at least twice a week with some on a daily delivery schedule.

Lincoln Trail's Delivery Service makes many of the System's services possible. For example, rotating collections of books, art prints and videocassettes are moved from library to library, adding to the resources for browsing borrowers.

RECIPROCAL BORROWING – Ticket to the library away from home

You may live in one community and work in another or for some other reason find it convenient to use a neighboring library. A universal borrower's card from any of Lincoln Trail's public libraries entitles you to direct library service from 47 public libraries in Iroquois, Ford, Vermilion, Champaign, Piatt, Douglas, Edgar, Coles and Clark Counties.

A resident library card from any Lincoln Trail member library or a System-wide non-resident card entitles you to this extended library use. You need only to present either of these types of cards at the circulation desk of the library from which you wish to borrow materials.

THE CONSULTING SERVICE – Library assistance

A recent survey of households in Lincoln Trail's nine-county service area has revealed that more than anything else, library users want to find a friendly and knowledgeable librarian in their library. Lincoln Trail's Consulting Service conducts training workshops, arranges for speakers on special topics and provides opportunities for more communication among librarians and library trustees to help make this possible.

One-on-one consulting in professional concerns from children's programming to library technology is offered to member libraries' staff and trustees to help them keep up with the unprecedented growth of information in the world.

COOPERATIVE COLLECTION DEVELOPMENT – Buying books together

Special interests. Hot topics. Cooperative Collection Development, a program of Lincoln Trail and participating libraries, builds special collections in high-demand subject areas. This program makes a wealth of broader and more comprehensive information available easily to patrons of member libraries throughout the system's nine-county service area. Cooperative Collection Development spends the library dollar more economically since each collection in this program serves all the libraries in the system.

Special subject areas covered in these collections include business, child rearing, health and medicine and others.

BEST COPY AVAILABLE

PUBLIC INFORMATION SERVICES – Putting the library message across

Getting the word out to the public about useful services and programs that are available is part of your local library's job. Lincoln Trail's Public Information Service offers assistance in this important task.

Information brochures, publicity and program materials and library-specific news releases are among the public information items designed by Lincoln Trail's graphic artist. Lincoln Trail's headquarters offices include a fully equipped printshop in which these items are prepared for distribution. The Lincoln Trail Printshop issues a wide range of materials from newsletters and monthly calendars to color bookmarks and posters.

Public information is a general concern of Lincoln Trail's consulting staff in their frequent visits and telephone contacts with librarians. And Connections, Lincoln Trail's monthly newsletter for librarians, provides yet another means of public relations and professional development for your local library.

THE AUDIOVISUAL COLLECTION – Sights and sounds

Is there a recording you've always wanted to hear? Or a videotape you couldn't afford this month? Perhaps the bare wall in your hallway needs some color?

More than books meet your eye at the library. Lincoln Trail Libraries System offers you an extensive range of audiovisual services. If you are a borrower at a member library, you may explore the sights and sounds of:

More than 2,000 16mm films
Popular and educational videotapes in Beta and VHS formats
A wide variety of phonograph records
"Books on Tape" cassettes
Super 8 and 8mm films, filmstrips, framed art prints

In many cases, the equipment needed to use the audiovisual software is also offered. Your librarian can provide catalogs and request forms for these materials.

Stop, look and listen...at your local library.

SERVICE WITHOUT WALLS – Information here and there

Information can be expensive. Even the most well-managed library cannot collect all the books and other resources needed in today's world. Interlibrary loan is the local libraries' solution to this problem.

When your local Lincoln Trail library does not have the book, article or other item you need, ask your librarian to request it on interlibrary loan. More than 60,000 such requests a year are received at Lincoln Trail's offices. The first step toward satisfying these requests is to look for the needed items on the database that contains more than a million books and other materials that can be borrowed from Lincoln Trail member libraries. If this fails, your request will be sent to libraries throughout the rest of Illinois and the nation. Within Illinois, a network of libraries called ILLINET has been established to make this quicker and easier.

But whether using the University of Illinois library's dramatic resources - among the top five in the country - or casting farther afield for needed materials, the focus is on library-to-library sharing to get the information to you.

BEST COPY AVAILABLE

LINCOLN TRAIL LIBRARIES SYSTEM
UNIVERSITY OF ILLINOIS BIBLIOGRAPHIC CENTER
ANNUAL REPORT 1984-85

I. Overview

In each annual report since the establishment of the Bibliographic Center in 1978, statistics have shown an increase in the use of this interlibrary borrowing service. This, the seventh such annual report, once again shows a steady growth in the use of the center.

LTLS - U OF I CONTRACT

As in past years, Lincoln Trail Libraries System has operated the Bibliographic Center in Room 104 of the University Library, under contract with the University. Under the terms of the 1984-85 contract, the University furnished $25,109 for salaries, provided office space and telephones, supplied a computer terminal to access LCS and CLSI, funded 40 hours a week of student help, supplied an OCLC terminal and paid out-of-state TWX telephone charges and OCLC costs. The System paid remaining salaries and all employee benefits, furnished all supplies and other equipment, paid in-state TWX charges, and guaranteed to process requests within an average of forty-eight hours of receipt.

STATISTICS

During 1984-85 the LTLS - UI Bibliographic Center processed 41,026 requests--a 7% increase over the 38,353 requests received in 1983-84. Of this total 23,252 requests were submitted by University of Illinois patrons, and 17,774 requests by Lincoln Trail patrons. (See Figure 1). This is an increase of 1,367 for U of I requests, and an increase of 1,306 for Lincoln Trail requests. Unlike last year, photo requests are responsible for the increase: photo requests increased by 2,733, while book requests declined slightly (60 fewer requests).

Analysis of patrons using the service shows several areas of rather dramatic increase. Among University of Illinois patrons, staff requests increased 156%

for photocopy requests. Photocopy requests from faculty also showed a sizable increase: 35% more requests than last year. Book requests from undergraduate students increased 72%.

For Lincoln Trail requests, requests from school libraries increased markedly. Book requests from schools were up 63%, photocopy requests up 170%. Photocopy requests for public libraries also showed a sizeable increase: 32%.

The percent of fills for Lincoln Trail patrons was 86% and for U of I patrons 76%--for an overall fill rate of 80%. It should be pointed out that 32% of the University of Illinois requests canceled were found in the University Library. These requests have not been counted in the percent of fills since for interlibrary borrowing purposes they were technically "canceled." If they had been counted as "fills", however, the percent of fills for U of I requests would be 84%. The overall percentage of filled requests in 1984-85 is virtually the same for U of I requests compared to 1983-84; for Lincoln Trail requests the fill rate has improved from 84% in 1983-84 to 86%.

The single greatest reason for cancellation of requests submitted by U of I patrons is that the item is already owned and available in the University Library. The second biggest cause of cancellation (and the greatest cause of cancellation of Lincoln Trail patron's requests) is the inability of the lending library to provide the item: because it is non-circulating, in-use, or missing.

Figure 2 shows the distribution of lending libraries. The borrowing patterns remain much the same in 1984-85 as compared to those in 1983-84. Two shifts noted in 1983-84 continue through 1984-85. The percentage of Lincoln Trail requests obtained from the U of I are down to 37% of the total number of LTLS requests filled; and the percentage of filled requests obtained from out-of-state for LTLS is up.

The borrowing patterns for U of I requests also continue much the same as last year, with a 2% increase in the number of the requests being filled from out-of-state, a 2% decline in the number borrowed from the Center for Research Libraries, and a 2% increase in the number borrowed from the U of I Medical Center Library.

As last year, there is a sizable difference in the percentage of U of I photo requests filled in-state compared to the book requests filled in-state: 63% of the photo requests are filled in-state compared to 35% of the book requests.

STAFFING:

During 1984-85, the Center staff included one half-time professional librarian, one full-time and one half-time LTA, one full-time and two half-time Clerk IIs (each working five hours per day, compared to four hours per day in 1983-84), and 40 hours of student employees per week. Dorothy Vinton, LTA, was responsible for bills, overdues, bibliographic work in LCS and OCLC, and for teletyping of special format requests to CRL, British Lending Library, and the Library of Congress. She also served as office manager and supervisor for students and clerks. The full-time Clerk II (Jan Alexander until February, followed by Debby Kleven) processed book requests filled through interlibrary loan and did bibliographic work in New Serials Titles, Union List of Serials, Chemical Abstracts Source Index, and the Minnesota Union List of Serials. One of the half-time Clerk IIs (Jessica Jahiel) returned borrowed books, completed request cancellation notices, searched serials on OCLC, and did bibliographic work in the Illinois Health Sciences Libraries Serials Holdings List. The half-time LTA (Pat Turnbull) did bibliographic work in the CLSI database, completed request cancellation notices, and assisted the professional librarian in verifying problem requests in various other bibliographic tools as assigned. The other half-time Clerk II (Kathy Barata) did bibliographic work in the National Union Catalog, searched book requests on OCLC, and processed photo requests filled. The students accepted requests, answered directional questions at the office window, and typed interlibrary loan requests. Backup duties and some bibliographic verification were performed by Lincoln Trail's reference librarian, Angela Graham.

Librarian Jeanne Brown's duties included working with problem citations, writing non-standard cancellation notices, analyzing statistics, and supervising and administering the Bibliographic Center.

General Analysis

Perhaps the most interesting pattern which emerges is the consistent nature of so many aspects of the service. The number of requests is up. The percentage of fills is virtually the same. Which libraries we borrow from, and the percentage of items that we borrow in-state versus out-of-state has changed little. The one change which stands out is the change in how requests are sent. OCLC has become the primary method of sending requests: 32% of requests sent were sent by OCLC, compared to 21% in 1983-84. ALA forms were used 30% of the time (the same as last year), and TWX was used for 13% of the requests sent (down from 22% last year). See Figure 3. The increased use of OCLC is a reflection of the improved bibliographic access to library serial holdings information provided by various union lists.

In conclusion, the LTLS U of I Bibliographic Center continues to provide a needed service efficiently to the patrons of both a large academic institution and a multitype library system. We are greatly aided in this effort by the operations of the ILDS delivery system and the Center for Research Libraries (which membership gives us access to foreign dissertations, and an outstanding newspaper collection among other benefits). The strong commitment on the part of the Bibliographic Center staff must also be recognized as a major ingredient in the Center's success in providing timely and efficient service.

Submitted by
Jeanne Brown
Head, Resource Sharing Department
Lincoln Trail Libraries System

LINCOLN TRAIL LIBRARIES SYSTEM
UNIVERSITY OF ILLINOIS BIBLIOGRAPHIC CENTER
ANNUAL REPORT 1984-85

REQUESTS RECEIVED BY LTLS/UI BIBLIOGRAPHIC CENTER
Distribution by Patron: Two-year comparison

	1983-84		1984-85		Difference	
LTLS	Book	Photo	Book	Photo	Book	Photo
Public	8121	797	9072	1052	12%	32%
Academic	1327	1650	1192	1547	-10%	-6%
Special	1022	3193	1073	3207	5%	0%
School	315	43	515	116	63%	170%
Total	10785	5683	11852	5922	10%	4%
LTLS TOTAL	16468		17774		8%	
U of I						
Faculty	2668	3396	2806	4570	5%	35%
Graduate	5577	6602	5077	7492	-9%	13%
Student	297	957	512	1020	72%	7%
Staff	2153	235	1173	602	-46%	156%
Total	10695	11190	9568	13684	-11%	22%
UI TOTAL	21885		23252		6%	
Yearly Total	38353		41026		7%	

Figure 1

REQUESTS FILLED THROUGH LTLS/UIU BIBLIOGRAPHIC CENTER
DISTRIBUTION BY LENDING LIBRARY
1984-1985

LENDING LIBRARY	LTLS	%	UIU	%
LTLS LIBRARIES	113	1%	409	2%
R&R CENTERS				
UIU	5445	37%		0%
ILLINOIS STATE LIBRARY	719	5%	297	2%
SOUTHERN ILLINOIS UNIVERSITY	306	2%	650	4%
CHICAGO PUBLIC	99	1%	515	3%
SPECIAL RESOURCE CENTERS				
UNIVERSITY OF CHICAGO	10	0%	110	1%
NORTHWESTERN	122	1%	308	2%
JOHN CRERAR	88	1%	236	1%
ILLINOIS LIBRARY SYSTEMS	1468	10%	107	1%
ILLINOIS HISTORICAL LIBRARY	269	2%	32	0%
UIU-MEDICAL CENTER	990	7%	2482	15%
CENTER FOR RESEARCH LIBRARIES		0%	951	6%
OTHER ILLINOIS LIBRARIES	2556	18%	2423	14%
OUT-OF-STATE LIBRARIES	2592	17%	8195	49%
TOTAL	14877		16715	

Figure 2

ANALYSIS OF REQUESTING METHODS 1984-1985

	TOTAL	% TOTAL UIU ILL	% TOTAL LTLS ILL	% TOTAL LOANS	% TOTAL PHOTOS
ALA FORMS	12410 30%	77%	23%	42%	58%
OCLC	13270 32%	66%	34%	52%	48%
TWX	5159 13%	65%	35%	50%	50%
CLSI	2060 5%	4%	96%	100%	0%
LCS-REMOTE	2358 6%	37%	63%	100%	0%
LCS-UIU	1830 4%	0%	100%	100%	0%
R&R	3688 9%	0%	100%	14%	86%
OTHER	127 0%	0%	100%	100%	0%
TOTAL	40902				

Figure 3

Issued as ICAN Information Bulletin 86-12

ICAN: A SUMMARY

Iowa has a long history of supporting transmission of interlibrary loan and reference question messages through a dedicated and specialized communications network. This issue of the ICAN Information Bulletin describes the essential features of the Iowa Computer Assisted Network (ICAN) This Bulletin is being issued to satisfy the many requests that various ICAN sites have had from Library Boards, staff, and other interested parties for succinct information about the Network.

ICAN connects twenty public, regional, academic, and university libraries in the State of Iowa. Plans are now in the final stage of approval to add additional sites over the coming months.

The connection that ICAN provides is made for the specific transmission of interlibrary loan requests among the participating libraries and for the transmission of reference questions between the participating libraries and the Library School at the University of Iowa. All sites have the opportunity to send messages of a general nature to any site or group of sites.

Presently all ICAN sites use Apple Macintosh 512k microcomputers to prepare the requests, to store the files of requests in progress, and to send files of requests, general messages, and reference questions.

While the work of interlibrary loan is decentralized to each of the participating sites, ICAN is a coordinated, centralized system which provides for individual message tracking, backup, control, and reporting. Each library decides, based upon group accepted protocols, which participating libraries will receive a request and the order in which those libraries will be queried. With that routing information in the individual message, a central computer facility receives bulk files of messages from each participating site. The central computer facility breaks down the bulk file into individual requests and distributes those requests to the proper receiving library. Notice that the request has been forwarded is returned to the originating library.

In addition to monitoring the message traffic system wide, the central computer facility backs up the message files so that any single file may be restored in the event that data are lost either in transmission or at any participating library site. The central site also provides for online assistance in coordination with staff at the State Library.

ICAN is reached via multiple in-WATS (800 nunber) access. Sufficient ports are available to ICAN so as to virtually eliminate busy signals. ICAN is available 7:30 to 5:00 Monday through Friday year round. While all current ICAN sites use Apple computers for system access, the system is now in the process of adding new users which will be using IBM-PC or compatible computers. Files made at one library site on the Apple will be readable by an IBM site without local modification. By making this multi type machine access possible, the State will be able to take advantage of the large installed base of microcomputers without additional cost.

ICAN supports 300/1200/2400 baud access without additional surcharge for faster baud rates. Within the year the larger users of ICAN will investigate upgrading to 9600 baud access. Efforts in system design that ICAN has made over the last six months have resulted in the reduction of costs on the order of fifty per cent. Based on the daily message traffic of approximately 800 items, ICAN can now transmit a message electronically for about the cost of a first class letter.

In sum the Iowa Computer Assisted Network has the following elements:

* Electronic transmission of interlibray loan, reference and general messages.

* 800 number access with all costs paid by The State Library of Iowa.

* Accessed by public, regional, academic and university libraries using a mixture of Apple and IBM microcomputers.

* Backup, message traffic control, routing, overall coordination provided by a central site.

* A cost effective approach which encourages increased use while stabilizing costs.

April 25, 1986

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UNIVERSITY OF CALIFORNIA, BERKELEY

ILL-SLA PRICE LIST

EFFECTIVE MAY 1, 1985 - JUNE 30, 1986

FILLED LOAN REQUESTS

$15.00 per filled request
(price includes shipment via UPS)

FILLED PHOTODUPLICATION REQUESTS

$15.00 per filled request
(price includes up to 15 photocopies sent via first class mail)

Additional photoduplication charges
$ .15 per photocopy after the 15th print
$1.50 per microfiche (fiche to fiche copying)

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$10.00 per unfilled request (For material not owned or otherwise unavailable, we provide citation verification and location information whenever possible.)

"SPECIAL RUSH" SERVICE

$15.00 surcharge per request. Rush fee covers special processing, and will be charged whether or not material is available.

ANNUAL FEE

$50.00 annual subscription fee

New Accounts: $50.00 is due at the time you open your account. $25.00 fee/pro-rated amount for new accounts opened between April 1-June 30.

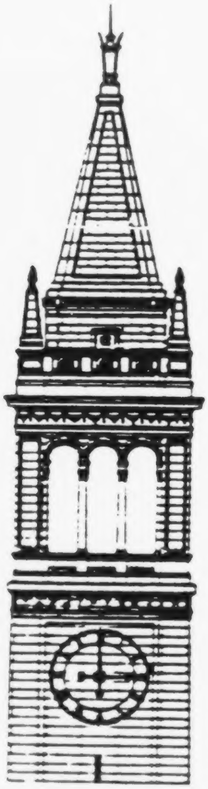
Existing Accounts: The annual fee will be deducted from the account balance on July 1 each year. If your balance is below $50.00, we will bill you.

DEPOSIT REQUIREMENTS

All subscribers are required to maintain a deposit account to cover transaction charges.

$100.00 minimum deposit amount for new accounts.

INTERLIBRARY LOAN - SPECIAL LIBRARY ACCESS SERVICE



SLA EXPEDITER
ILL Room 307
General Library
Univ. of California
Berkeley, CA 94720

The General Library
University of California, Berkeley

The ILL-SLA document delivery service provides fast and easy access to the resources of the UC Berkeley Library for Bay Area libraries, information centers, corporations and other organizations.

WHAT ILL-SLA OFFERS

- Access to 6,000,000+ volumes in more than 25 libraries on the Berkeley campus.
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- "Special Rush" service when you need the material "yesterday."
- Fast and convenient access via:
  - Telephone message tape
  - OnTyme electronic mail
  - Preprinted ILL-SLA request forms supplied free to subscribers.
  - OCLC
- Thorough and extensive bibliographic checking of requests. For volumes not owned by the UCB Libraries, we provide citation verification and location information whenever possible.
- Detailed monthly statement of charges and current account balance provided for easy bookkeeping.

TO OPEN AN ACCOUNT

Complete and return the enclosed ILL-SLA enrollment form.

Include your check for the initial deposit to cover requests and the annual subscription fee.

Upon receipt of your enrollment form and deposit, we will open an account and send you detailed instructions about how to submit requests, etc.

QUESTIONS

If you have further questions, please call the ILL-SLA EXPEDITER at (415) 642-6956 for personal assistance.

PRICES

See insert.

UNIVERSITY OF CALIFORNIA, BERKELEY

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THE GENERAL LIBRARY BERKELEY, CALIFORNIA 94720

ILL-SLA SERVICE ENROLLMENT FORM

Organization Name ______________________________

Telephone Number (   ) ______________________________

Persons authorized to use the account: ______________________________

Mailing Address (Street Address required for UPS delivery)	Billing Address (if different)
______________________________	______________________________
______________________________	______________________________
______________________________	______________________________

Deposit amount (minimum $100) $__________

Annual fee ($50 or $25 prorated for accounts opened April 1 - June 30) __________

Total Enclosed $__________

(Make check payable to The Regents of the University of California. This initial deposit is non-refundable.)

In accordance with General Library Circulation Policy, I accept responsibility for the safe handling and timely return of all materials borrowed. I understand that the safety of borrowed materials is the responsibility of the borrowing library from the time the material leaves the lending library until it is received by the lending library, and that all costs for repair of damage or replacement of lost material must be met by the borrowing library. (National ILL Code, 1980, IV.I)

Under certain conditions specified in the Copyright Law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specific conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.This institution reserves the right to refuse to accept a photocopy order if, in its judgement, fulfillment of the order would involve violation of copyright law.

When requesting photocopy, I accept full responsibility for complying with the copyright law of the United States. (Title 17, United States Code)

______________________________ Signature

__________________ Date

Telefacsimile Projects

JOHNS HOPKINS UNIVERSITY

TELEFACSIMILE EVALUATION REPORT

September 1985

Vivienne R. Bourkoff

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TELEFACSIMILE EVALUATION

Representatives from six Johns Hopkins University Libraries, SAIS, MSEL, Welch, Peabody, APL, and School of Hygiene, met on 5 June 1985 for the primary purpose of evaluating telefacsimile transmission for the period of April 1984 to April 1985 (cost data was collected for the period of March 1984 to May 1985). Discussions, written data, and statistics compiled from the six libraries led to the following summary.

STATISTICAL SUMMARY

Of 6 libraries 5 had incomplete statistics, because the information was either unavailable or unknown. Of the information available, three categories are of particular interest (complete statistical report on Appendix I):

1. Transmission cost/page reported by three libraries:

MSEL	$0.03
Welch	$0.11
Peabody	$0.83

(Peabody communicates primarily long distance, has the lowest transmission time, and has the second lowest number of pages transmitted. The high cost seems to reflect the low volume of transmission rather than the distance, thus supporting the results of the RLG report, mentioned on page 4 herein).

2. Total cost/page reported by three libraries:

MSEL	$0.26
Welch	$0.38
Peabody	$1.03

3. Transmission time/page reported by all, ranged from 0.72-1.18

It was suspected that Peabody, who communicates primarily long distance, would have the highest transmission time per page. Instead, MSEL and SAIS had the highest at 1.18 and 1.14 respectively. It is suspected that the reason for the high transmission time per page is due to the fact that these two libraries were the only two who sent all materials on "extra fine" thus allowing more time per transmission. Yet, MSEL had the lowest transmission cost, again supporting the RLG report's conclusions that per page cost is lower as volume is higher (p. 4 in this report).

4. Volume. All libraries reported the number of pages sent and received ranging from 217-7843 pages received, and 136-13706 pages sent

Survey responses

1. General fax use:

All 6 libraries stated that they will continue to use the fax. All 6 would consider expanding fax services to include other users whether patrons, e.g., faculty, administration, or for communication with other institutions (one library, Peabody, is already using fax to communicate with other institutions).

2. Comparison of fax transactions vs. pre-fax ILL transactions (there is no factual data to support the opinions in this category):

3 libraries, SAIS, Peabody, Hygiene, felt there was no difference.
1, MSEL, felt there was slight improvement.
1, Welch, felt the speed of rush requests improved.
1, Peabody, enthusiastically stated that services improved.

3. Effect of fax on ILL departments:

1, Welch, felt it was an intrusion because of the hardware difficulties experienced in addition to paper jams (3 libraries, MSEL, SAIS, and Welch reported 12, 48, 278 hours down, respectively)

3, APL, MSEL, Peabody, felt fax improved and increased communication between the libraries in a more efficient way. Of these three, 2, APL, Peabody, felt it improved turnaround time, and 1 of these, Peabody, felt it was helpful in expanding reference resources, which makes a total of 2 libraries, Hygiene and Peabody, using the fax to assist in answering reference questions

4. Comments, suggestions recommendations:

All 6 expressed serious concern regarding paper quality.
All 6 expressed the need for hardware improvement.
All but one, MSEL, felt that given the "primitiveness" of the equipment, the poor paper quality, the efficient shuttle bus service, and the added demands placed on staff's time, only requests, not articles, be transmitted via fax ("rush" articles excepted).
3 libraries, Welch, SAIS, APL, reported excessive error lights and
1, Welch, had the most hardware difficulties (faulty equipment?)
1, Peabody, found fax to be more useful for long distance transactions
All 6 agreed to standardize procedures, develop guidelines with
1 library, Peabody, suggesting increased fax use for assisting in answering reference questions, and
1, Peabody, suggested expanding fax to include all RLG library members.
All 6 recommended that all JHU libraries designate number of pages sent per transmission so that the receiver always knows how many pages are expected per transaction.

(Since the meeting, Welch reported great improvements with fax hardware and error messages).

5. Conclusion

It seems that all JHU Libraries feel that each library, independelty, should expand fax services to include communucations with other institutions, however, because of the availability and efficiency of the shuttle bus service, hardware problems, poor paper quality and the extra demands on staff time, all but MSEL, felt that only requests and rush articles should be transmitted via fax within the JHU Library system. Why expand, then? Does it follow that, were it not for the availability of the shuttle bus, JHU Libraries would be sending articles via fax?

Since all libraries expressed a need for standardization, the following changes were a direct result of this meeting:

All libraries designate pages before transmission.
All send only requests, not articles.
All send a facsimile of the original request, no ALA forms.
All libraries send no confirmation.

Summary of results of other studies:

Malcolm Smith's report of May 1984 entitled "A Project to Improve Inter-Library Loans Services Within the Research Libraries Group", concluded that "...the machines are not yet a viable alternative to mailing photocopies on a routine basis" (p. 63). Some reasons given are 1. "All copies have to be checked for completeness and a request has to be made for poor images to be re-transmitted" (p. 64), and 2. "In some cases the patron has found the quality unsatisfactory and asked that the photocopy be mailed as a replacement" (p. 64).

RLG s report of August 1984 entitled "Fairchild Project Telefacsimile Cost Study" concluded that 1. Close to one full minute was required to send the average page, 2. Up to 14%-20% savings can be attained by using alternate carriers, e.g., Sprint, and/or transmitting off-peak time, 3. It is unclear that distance is a significant factor in telecommunication cost. It was found that the more pages transmitted per communication, the lower the cost, and 4. " ILL... can achieve a per page cost of under $1.00 if a minimum of 600 pages a month per machine are transmitted" (p. 5).

CLR's report of October 12, 1984 reported in its conclusion that " participants in the project agreed that using telefacsimile transmission is labor-intensive and costly" (p. 3).

In the Memorandum of September 27, 1984 to Nancy L. Eaton, on "Report on the Digital Telefax Experiment", participants of the experiment identified some characteristics as being necessary for telefacsimile equipment. They are the following:

Clearer facsimile copies.
Direct transmission of material from a volume without first having to photocopy the item.
Automatic indication that the pages transmitted have been received (indication of the number of pages, time, site, etc.).
Automatic re-transmission of pages not received at destination due to line failure.
Automatic transmission of a statement of number of pages being sent, sending site, time and time elapsed.
Limited storage of items transmitted. This would obviate the need to retrieve material a second time for re-transmission (p.4).

The six RLG libraries which participated in the initial Fairchild telefacsimile cost study were contacted after the results of this survey were obtained. They were asked if they are continuing to use fax, if they have plans to use it in the future, and to comment:

University of California, Berkeley-- They used it only for that year and have no palns to acquire the equipment.

University of Michigan-- They do not have the equipment. They are undecided regarding future use (they may consider acquiring the equipment for local use only. They feel it may be too costly for general use).

Princeton University--They used it only for the one year. They will not acquire the equipment because of the poor paper quality and the additional demands on staff time. When the equipment is improved to the point that photocopying would not be necessary before transmission, then it might be worth consideration.

Cornell University-- They do not have it and do not intend to acquire it in the future. It is too expensive, paper jams, it is slow, it is better for office use, rather than libraries because of the quality of the original copy (offices' originals tend to be clearly typed letters rather than photocopied periodical articles). Patrons, however, were happy with the speed.

University of Iowa-- Used it only during the experiment. No future plans.

Brigham Young University-- They are still using it. They own a NEC3, and are very pleased with it. It is a state supported system, used to communicate with other colleges in the area. Additional staff is assisting in its operation.

CONCLUSION

Findings reported by JHU libraries regarding telefacsimile transmission seem to concur with the findings of the aforementioned reports. The frustration with the present equipment leads to the conclusion that fax transmission would be useful with more sophisticated hardware and better paper quality. In the meantime, fax transmission is being limited to only requests and "rush" article among JHU libraries. However, at a time when the proliferation of networks, both national and regional, has allowed for faster, more efficient resource sharing to the point of practically removing the concern over slow requests transmission, the issue of delivery delays, though addressed, remains unresolved. At present, material delivery is one of the major delaying factors in ILL operations. It seems wasteful indeed not to take advantage of a document delivery method which is already available albeit demanding a little more attention. In an age of computers, it seems simplistic to rely on the bus as a means of document delivery when another option is extant. Furthermore, it would be beneficial to establish networks of sorts for material delivery, and/or aggressively pursue the development of efficient, cost effective equipment.
MSEL would like to actively address the possibility of expanding telefacsimile transmission, independently, until the time when we can share a more efficient and cost effective means of operation with the other JHU libraries. Some of the steps to be taken to attain this goal are the following:

1. By using a telefacsimile directory, MSEL is contacting all the institutions with whom there is communication, in order to initiate fax transmissions.

2. Send a list of the aforementioned concerns to the 3M company, the manufacturers of our equipment.

3. Keep informed as to the latest development vis-a-vis equipment and paper.

4. Train all staff in the department to operate the equipment.

5. Analyze the feasibility and efficiency of the shuttle bus in the role of delivery.

TELEFACSIMILE STATISTICS
APRIL 1984 - APRIL 1985

	APL	Hygiene	MSEL	Peabody	SAIS	Welch	Total
Supply Cost	107.10		976.35	23.52			1106.97
Maintenance Cost	505.00		600.00			252.50	1357.50
Personnel Cost			1665.76	39.65		937.50	2643.11
Transmission Time(mins)	500	100	16123	252	660	4115	21860
Transmission Cost			340.60	274.26		480.00	1094.86
Total Cost			3582.91 (298.6/mo.)	337.43		1670.00	5590.34
No.Articles Sent (Aug.84-Apr.85)	8		912	4	9	727	1660.00
No.Pages Sent	830	136	13706	329	581	4399	19981.00
No.Pages Resent	64	1	240	28	54	362	749.00
Transmission Cost per page			0.03	0.83		0.11	0.97
Total Cost per page			0.26	1.03		0.38	1.67
Transmission Time per page	0.72	0.74	1.18	0.80	1.14	0.94	1.09
Revenue	0	0	21.00	0	0	0	21.00
No.Pages Received	2934	500	4911	217	1090	7843	17495.00
Hours Down	0	0	12	0	48	278	338.00
No.Service Calls	1	0	4	1	3	14	23

Note: Blanks indicate information unavailable.

THE UNIVERSITY OF TEXAS AT AUSTIN
THE GENERAL LIBRARIES
AUSTIN, TEXAS 78712

24 September 1984

To: Linda Beaupre

From: Chris Hanson

Subject: Telefacsimile Pilot Project

The success of the UT Dallas telefacsimile (FAX) project, the availability of the FAX machine, and our desire to provide the best possible service to the UT community, prompted the General Libraries administration to approve the expansion of the FAX network on a trial basis during June, July, and August, 1984. Telefacsimile as a means of document delivery was offered on a reciprocal basis to any AMIGOS or CARLA member which had equipment. The following libraries had equipment and agreed to participate in the project:

Texas A&M Medical Library
Texas College of Osteopathic Medicine
The University of Texas at Arlington
McAllen Public Library
Sam Houston State University
Texas Christian University
New Mexico Military Institute (August only)

Transmission of requests was via OCLC. Although the UT Dallas project and the medical network both prefer to transmit requests as well as documents through FAX, OCLC seemed the better alternative for several reasons - (1) We would be able to attach the unique OCLC interlibrary loan transaction number to the request for identification purposes; (2) We would have access to the record by patron name for public information; (3) The request would go on to more than one library - especially important if it could not be supplied by the FAX participants, because of the time lost entering it into OCLC: (4) It caused the least disruption of already established internal routines.

Routines and staffing were changed as little as possible. Project participants noted "UTFAX" and their FAX telephone number in the Borrowing Notes field of the OCLC form. When the request was printed at UT Austin, "FAXRUSH" was written on the searching sheet and the request was treated as top priority by the pages; i.e., paged the day of receipt.

A shelf was reserved for items needing copying for FAX transmission, and the pages put items there the day they were paged. The Clerical Assistant who did the copying worked from 10:00 AM to noon each day, so items paged in the morning (primarily items from the Perry-Castaneda Library) were copied the same day they were paged. Items not retrieved until after noon (usually items in branch libraries) were copied the following day. All transmission via FAX was added to the machine at the end of the day, after all transmission to UT Dallas was completed.

The only changes to the UT Austin routines for requesting copies for UT Austin patrons were that we preferred UTFAX suppliers over all others and that we entered our FAX telephone number on those requests.

The only staffing change was the addition of 10 hours of Clerical Assistant per week to handle the making of photocopies for transmission.

Statistics were lower than originally projected. This was due, in great part, to the timing of the project. We operated during the late summer which is traditionally a slow time for interlibrary loan operations, and we had expected the University of Houston to be a participant for the latter part of the project, but they were not able to do so.

From June through August, 1984, UT Austin received 67 requests from project participants and filled 33 of them via FAX (49.3%). We do not yet have the August telephone bills, but communications costs will be under $100 for the project. All requests were processed rush, and turnaround time, allowing for items in use and other problems, varied from 8 to 72 hours.

During the same period, UT Austin requested 111 articles and received 65 (58.6%). This may be the first time in UT ILS history that we were net borrowers. The only added cost to us was a minimal cost for paper.

Turnaround time was excellent from our suppliers - 8 to 48 hours from the time the request was received by the supplying library. When this was the first library in the OCLC Lenders string, turnaround time was remarkably good. When we went beyond the first supplier, we added from 2 days to 2 weeks for items eventually supplied via FAX. Of the 65 articles eventually supplied, 34 (52.3%) were supplied by the first location in the string. In-house accounting procedures add one or two more days to the procedure, depending on the time of day the item was received, giving us turnaround time of from 2 to 18 days. This is very good in comparison to US mail, which averages around 3 to 4 weeks.*

Problems from UT Austin's point of view are largely with being able to support rush service with limited staff and a large number of branches, poor quality of photocopy to transmit and poor quality of the copy received for our patrons. Money is, of course, a potential problem should FAX become the preferred means of document delivery, but the project expenditures were well within acceptable limits.

The only complaint Inter-Library Service received was from faculty who did not think the print or paper quality of the copy was good enough. The paper is thermal, flimsy, and has a shelf life unacceptable to faculty who are doing projects which may last for years. Neither ILS nor Photoduplication received positive feedback on the speed with which the item was received, although this may have been due to the relatively low volume of material received.

---

* Taken from the Texas State Library Interlibrary Loan statistics for 1983. Because of the complicated mail system on campus, UT Austin may run a bit longer.

It is essential that, if we are to continue to participate in FAX projects, we be able to supply for other institutions the same high quality work we expect to receive. Our fill rate of approximately 50% is comparable to our fill rate through other interlibrary loan procedures, and I see no reason to be concerned about striving for a significant increase at this time.

I am, however, very much concerned about the impact a wide expansion of the FAX network would have on normal interlibrary loan procedures. Last year (1983/84), Inter-Library Service processed over 35,000 requests from other institutions. To date, the September statistics show requests received running slightly over 2,000. Current staffing levels allow us to deal with a limited number of rush requests, but, so long as the optimum turnaround time for FAX transmission remains at a 24 to 48 hour level, we will be unable to supply any great quantity of material to an expanded network.

The primary concern in the FAX network as a whole is the ways and means by which to obtain photocopies of high enough quality to transmit. Copy which would be quite acceptable if sent through the mail may not tranmit acceptably through FAX. See the attached photocopies and FAX copies for examples. If the network expands, we should explore the possibility of a copier to be shared by ILS and Reference staff, closed from the public areas.

Money, at the moment, does not seem to be a problem. Should the FAX network expand significantly, there may need to be further discussions in AMIGOS/CARLA groups about charging for photocopies. ILS will continue to charge our patrons what we are charged, including any charges for FAX transmission.

In conclusion, the project worked well, on the whole, and we were relatively pleased with the results. We asked for comments from participants and reports from Texas Christian University, New Mexico State Military Institute and Sam Houston State University were received and are attached. My recommendations are somewhat cautious, based primarily on my reluctance to promise anything I am not sure we can deliver.

In the ideal state, UT Austin would adopt and promote the use of telefacsimile nationwide for document delivery. In order to do that, we would commit ourselves to additional ILS staff as needed and to the purchase of additional machines as the volume increases. Our major concern would then be how and to what extent we should absorb transmission costs and how to re-negotiate networking contracts. I would be very glad to see this done if we had unlimited funding - or no needs other than those in ILS. Given the realities, however, such commitments are obviously untenable.

Of course, the concept of an open FAX network, especially among AMIGOS/CARLA libraries where there are already reciprocal agreements is excellent in itself, and I should like very much to see it work if we could find a reasonable way to do it. If open FAX is seriously discussed with AMIGOS or CARLA or any other group, I should like to recommend that we attempt to wean them from the idea that the only reason to have FAX is a 24 hour turnaround time. I am opposed to our promising this (unless other institutions would like to support staff

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as UT Dallas is doing) since we will not be able to supply it, and I would like to suggest instead that not dealing with Campus and US Postal Services might be sufficiently time-saving without requiring special paging on our part. This would cut two to three weeks off delivery time and do away with lost in transit items - both of which seem to me to be adequate incentive - and would relieve my immediate concerns about staffing.

Currently, we have agreed to continue to supply FAX copies on RUSH requests to AMIGOS/CARLA libraries when they request that service. In placing requests for the UT community, we are preferring UT Dallas and requesting FAX from them for all requests and are using other FAX locations for RUSH requests only. At our present staffing levels, and considering that all FAX orders must be done rush, it seems to me that this is acceptable, and I would hope that the administration would support our continuing on this level of service. Should we see a large increase either in requests or in transmission costs, we would, of course, expect to reconsider our responsibilities in this direction.

In short, I would prefer to see the FAX network opened to AMIGOS/CARLA members provided we did not have to operate on a rush basis and provided that the financial support were there, but current staffing levels, time constraints and costs lead me to suspect that we are doing all we can do at the present time.

The Association for Higher Education in Dallas is conducting a test in October. It might be profitable to make UT Austin available to that group during their test on the agreement that FAX does not equal RUSH, but is simply an alternative means of transmitting documents. It would give us additional statistical information with an active group of academic libraries and provide more information about nonrush turnaround times. If you agree, I would be glad to call them about it.

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UNIVERSITY OF ILLINOIS

JIM EDGAR
SECRETARY OF STATE

ILLINET Network Memo #85-01

OFFICE OF THE SECRETARY OF STATE
SPRINGFIELD, ILLINOIS 62756
ILLINOIS STATE LIBRARY

MEMORANDUM

TO: Directors, FAX Expansion Libraries

FROM: Bridget L. Lamont, Director
Illinois State Library

DATE: May 8, 1985

RE: Expansion of FAX Network

The Illinois State Library, as coordinator of the Illinois Library and Information Network (ILLINET) in cooperation with Carl Sandburg College, Illinois Valley Library System, and the Greater Midwest Regional Medical Library Network, offers your institution an opportunity to participate in the expansion of the Western Illinois FAX project.

The enclosed information includes a brief description of expansion activity, current FAX project participants, and a copy of the initial project brochure.

Should your library wish to join the LSCA project "FAX Expansion," please notify Carl Kingsley (309-353-4110) prior to May 28, 1985.

BLL/PHL/ah

FAX Expansion - Brief - Title III

Need

The success of the Western Illinois FAX project during the past two years has indicated the merit of extending the project throughout the state. This success is documented in the two project files: LSCA III-84-0183-8 and LSCA III-85-0184-25. Telefacsimile machines speed the transmission of urgent and photocopy requests which will enable ILLINET members to meet people's needs more efficiently and effectively.

By concentrating approximately half of the expansion in medical and health science resource locations, the project will strongly address the largest category of ILLINET's unfilled requests.

Project Plan

Each participating institution will utilize existing institutional resources in conjunction with LSCA funds to establish a facsimile transmission network to enhance both document delivery and resource sharing.

The Illinois Valley Library System will act as broker for this phase of the project. They will order equipment and arrange installation of Omnifax telefacsimile machines according to the list of participants provided by the Illinois State Library. Equipment inventory information on each item must also be submitted to the Illinois State Library to meet federal regulations.

The Illinois Valley Library System will be the contact for any questions from participants concerning needed service, etc.

Vender-supplied, in-service training will be conducted at each location as equipment installations are completed. Promotional efforts will be conducted at each location as appropriate to the various constituencies being served.

Statistical information will be submitted by each participant to the Greater Midwest Regional Medical Library Network office on a monthly basis beginning July 1, 1985.

Carl Sandburg College will provide GMRMLN with statistical software for the project.

Participants

Participating libraries will be selected by the illinois State Library based upon the anticipated contribution of photocopies that best meet the needs of ILLINET. Equipment inventory information will be reported by Illinois Valley Library System. Statistics will be compiled by the Greater Midwest Regional Medical Library Network (GMRMLN) office beginning July 1, 1985. The participants will be chosen no later than May 30, 1985, and an up-to-date list will be kept in the project file at the Illinois State Library.

"Tentative" Participants:

Medical Outlets

Model G99 Omnifax units:

- UIUC-Medical Resource Libraries
  - Chicago
  - Rockford
  - Urbana
- Loyola Medical School
- Northwestern Medical School
- SIU-Medical Center
- University of Chicago-Crerar

ILLINET Regional Headquarters

- Chicago Library System
- North Suburban Library System
- Suburban Library System
- DuPage Library System
- Shawnee Library System

Others

- University of Illinois R&R Center
- Metropolitan Periodical Center

Medical Outlets

Model G35 Omnifax units:

- Christ Hospital-Oak Lawn
- West Suburban Hospital-Oak Park
- Rockford Memorial
- Children's Memorial-Chicago
- American Hospital Association
- West Side Veterans Hospital

ILLINET Regional Headquarters

- Illinois Valley Library System
- Great River Library System
- Northern Illinois Library System
- Cumberland Trail Library System

Others

- Library Development Group/ISL
- Sangamon State University Illinois
- SIU-C R&R Center

Grant includes service and initial supplies for participating institutions. FY86 telecom costs will be provided in a subsequent grant to GMRMLN. Necessary equipment in place a single business line, direct-dial, dedicated to the machine, a touch tone phone with modular plugs (RJIIC).

Equipment provided:

Cost of one unit using Model G99 specification:

Model G99 Omnifax unit	$3,995
Delivery and installation	125
Service contract	500
Thermal paper	99
	$4,719

Cost of one unit using Model G35 specification:

Model G35 Omnifax unit	$2,495
Delivery and installation	75
Service contract	500
Thermal paper	65
	$3,135

CURRENT FAX PROJECT PARTICIPANTS

Bradley University

Carl Sandburg College
    Galesburg

Caterpillar Business Center Library

East Peoria Community High School

Galesburg Cottage Hospital and
St. Mary's Hospital
    Galesburg

Galesburg High School

Galesburg Public Library

Geneseo Public Library

Illinois Central College

Illinois State Library

Kewanee Public Library

Methodist Medical Center

Monmouth College
    Monmouth

Peoria Public Library

Proctor County Hospital

Spoon River College

St. Francis Medical Center

Warren-County Library

Western Illinois Library System
    Monmouth

Western Illinois University
    Macomb

WHAT IS FACSIMILE TRANSMISSION?

Facsimile transmission, called Fax, is electronic equipment which converts print to electrical signals and transmits the information over telephone lines. This information, like a copy service, is received and given to you. The Fax network will enable you to have

... free copy service of short documents through interlibrary loan

... exceptionally fast service

... a technologically reliable delivery service regardless of road conditions and other incapacitating circumstances for traditional delivery systems

WHAT IS THE COST OF THIS SERVICE?

This service is made possible by a grant from the Library Services and Construction Act (LSCA) Title III through the Illinois State Library. This funding allows the service to be offered to you free of charge until October, 1984.

Project Director
Learning Resources Center
Carl Sandburg College
Galesburg, Illinois

12/83

FAX PROJECT

An Electronic Interlibrary Loan Delivery Service Among Seven Library Agencies

A cooperative project funded by
the Library Services & Construction Act,
Title III

FAX PROJECT

Libraries acquire and share information resources to meet your needs. Resource sharing is more effective when rapid delivery systems are used. Electronic facsimile transmission (Fax) speeds the delivery of short documents such as periodical articles, government publications, and reference information. Installation of such a network serving seven multi-type library agencies in West Central Illinois provides a higher level of service to you utilizing information sources in this region. The Fax Project has been developed to provide better service for you.

Fax Project resources include:

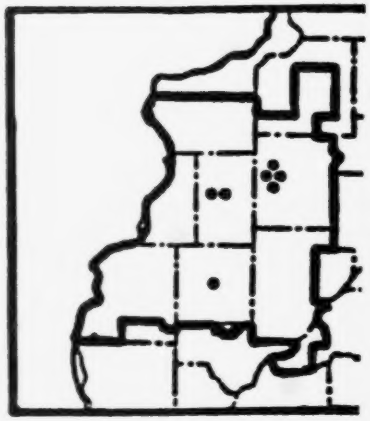
... 10,000 periodical titles
... 26,000 reference materials
...900,000 government publications

WHO CAN USE THE FAX SERVICE?

... 294,441 people in eleven counties in West Central Illinois

... Any clientele of the seven participating agencies including faculty, students, staff, physicians, and residents in the service region

The Fax service is available through the library circulation/reference desk at participating institutions.



- ● Carl Sandburg College
  Galesburg
- ● Galesburg Cottage Hospital ar
- ● St. Mary's Hospital
  Galesburg
- ● Galesburg Public Library
  Galesburg
- ● Monmouth College
  Monmouth
- ● Western Illinois Library Syster
  Monmouth
- ● Western Illinois University
  Macomb

APPENDIX B

GUIDELINES/PROCEDURES

FAX Expansion
Group

1. A participating library sending an interlibrary loan request may have access to any of the other participating libraries. Participating libraries are encouraged to access local library systems non-GMRMLN Health Resource Libraries before accessing a GMRMLN Health Resource Library via facsimile transmission. This procedure is necessary in order to equalize the traffic burden.

2. Participating medical libraries, R&R Centers and Systems, acting for ILLINET members, will be treated in the same way.

3. Those requests to Illinois Health Resource Libraries will be reimbursed under the Illinois Reference and Research Contract between the Illinois State Library for ILLINET and the University of Illinois.

4. Information (reference) requests are not eligible for support under this program. Information requests may be sent via facsimile transmission, however, no charge may be levied.

5. Participating libraries will not charge for interlibrary loan requests sent by project facsimile transmission equipment.

6. Only requests sent by facsimile transmission will be included in the statistics under this agreement.

7. Statistical data will be gathered monthly for:
   transmissions and receipts of interlibrary loan requests including date, number of pages, time of day, total transmission time, identification of agency linked per transaction.

8. Telephone bills should detail long distance charges. Each participating library will maintain telephone charge records and forward them to the GMRMLN Management Office for reimbursement.

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PROCEDURES

Use standard ALA forms or local forms including all elements required by the GMRMLN Interlibrary Loan Manual to transmit periodical or book requests. Either type, or write or print legibly with dark ink.
Identify request as being sent by fax. Note in caps on the form URGENT should "same day service" be necessary.
Put time request in on form. (Time Out:)
Address of lending institution is not necessary.

~~Give incoming fax requests priority for filling.~~
Requests marked URGENT should be given first priority for filling with "same day service" the turn-around-time norm.
Fill in "Reports" section with Fax in "Sent By", and include the time with the date sent.
Transmit a copy of the request form with item.
Transmit a copy of the form with reason for non-fill or delay as soon as determined.
Put time item is received on form. (Time In:)
Check item for completeness and readability, and request retransmission if necessary.
Put number of pages received on form, counting copy form returned with item.

Keep the machine on and in the "Ready" mode at all times.
Keep a notebook by the machine for any and all comments and ideas related to the project.
File copies of all request forms for the duration of the project for later statistical use.

FACSIMILE TRANSMISSION PROJECT

RESPONSE TO CURRENTLY ASKED QUESTIONS

EQUIPMENT

Q. How many hours a day should the telefacsimile machine ("fax") be left on?

A. You should leave the machine on at all times. You cannot receive a document unless the machine is in the machine is in the "READY" mode. Libraries may be transmitting documents to you during the evening hours.

Q. Who is responsible for equipment maintenance?

A. The project will cover equipment maintenance costs. Participating libraries are responsible for calling their OMNIFAX service representative. Do not call the project office for service.

TELECOMMUNICATIONS

Q. Are there less expensive telecommunication rates than day rates for fax transmission?

A. The telephone company's regular evening, night and weekend rates apply to fax transmission as well.

Q. Are there any telecommunications charges that we have to pay?

A. You are responsible for installation of a dedicated phone line. Monthly line charges and connect time charges will be charged to the project.

PARTICIPATING LIBRARIES

Q. How do I contact the other project participants?

A. A directory of project participants is being prepared and will be distributed by the Illinois State Library to each participant by August 1.

INTERLIBRARY LOAN PROCEDURES

Q. What interlibrary loan protocols apply to this project?

A. The procedures outlined in the GMRMLN Interlibrary Loan Manual, 1983, and its addendum will be the standard.

POLICIES

Q. What types of documents should be transmitted via fax?

A. "URGENT" requests should be filled via fax. Types of information transmitted include interlibrary loan requests, photocopied documents, and referral requests. As document delivery speed is one of the major goals of this project, you are encouraged to fill interlibrary loan requests via fax.

Q. Can I use my fax equipment to transmit documents or requests to libraries that are not participation in the project?

A. You may use the equipment on a limited basis. You must use a phone line other than the project phone line. You are encouraged to refrain from using the fax equipment for non project use during the daytime hours because it may obstruct the project's fax traffic.

SUPPLIES

Q. Who pays for the fax paper?

A. The project will pay for the paper. Participation libraries must, however, initiate the order by calling 800-225-6664. The order will be billed to the project.

Q. How often should I order paper?

A. Paper orders take 4 - 6 weeks to deliver so you should watch your supply accordingly.

Q. Who pays for additional OMNIFAX OMAD cards (autodialer sheets)?

A. The project will pay for the additional cards. You will receive additional cards as needed.

TRANSMISSION METHODS

Q. Do I have to use a special interlibrary loan request form?

A. No, you may continue to use any form which you have been using. Any form that meets the GMRMLN protocol is acceptable.

Q. My library uses ALANET. Must I use fax to transmit my request or may I use ALANET?

A. You may continue to use any transmission you wish for sending a request.

BILLING

Q. May I charge for filling an interlibrary loan request?

A. Under this project you may not charge for any filled requests.

FAX-85-11

TELEFACSIMILE TRANSMISSION - EXPANSION PROJECT
July-October 1985
Evaluation I

EQUIPMENT MAINTENANCE

1. Have you had major problems with equipment maintenance?

Yes [✓ No]

2. If you answered Yes to Question #1, what were the problems?

----

3. Was the response time for your maintenance request

___ within 8 hours
___ within 9 - 24 hours
___ more than 24 hours

4. Has the equipment been easy to use?

[✓ Yes] No

INTERLIBRARY LOAN

1. Has the number of interlibrary loan requests increased? (as of Oct 31

___not at all
_X_under 10%
___10% - 15%
___16% - 20%

2. What percentage of your ILL requests are being sent via FAX? (as of Oct 31)

_X_ under 25%
___ 25% - 49%
___ 50% -74%
___ 75% - 99%
___ 100%

3. If you have access to electronic mail as well as FAX, which do you prefer to use? N/A

___electronic mail
___FAX

4. If you had to pay your own telephone bill for FAX, would your use of FAX decrease?

Yes [✓ No]

5. Are you using the FAX after 7 p.m. in order to take advantage of cheaper rates and fewer busy signals?

[✓ Yes] No

POLICIES AND PROCEDURES

1. Were the policies and procedures clear?

Yes [✓ No]

2. Are there areas for which policies or procedures should be written or amplified?

AS A LENDER ONLY IT WASN'T CLEAR WHAT RECORDS I NEEDED TO KEEP

3. Are there any policies or procedures which you are having difficulty working with or adhering to?

[✓ Yes] No

4. If you answered Yes to Question #3, please explain.

IT WAS/IS DIFFICULT TO IDENTIFY THE FAX PROJECT REQUESTS, PARTIALLY DUE TO UNIFORM BLACK TONE OF COPY, PARTIALLY DE TO CLUTTERED FORMS

GENERAL

1.-Does having the FAX equipment mean More, the Same, or Less interlibrary loan work for your library? (as of Oct 31)

MORE [✓ SAME] LESS

2. For what other library purposes do you think FAX transmission will be useful?

SEE ATTACHED

COMMENTS: (Please write your comments on the back of this sheet.)
THANK YOU!!

11/8/85

Hello Preson:

FAX has taken off, in the four months we've been running that puppy its gone from a few hundred requests a month to a couple of thousand!! Here's how it shakes out (July stats are incomplete, we were running the TWX at the same time and called it all TWX, we know we received 420 requests but thats all).

	August	September	October
received (total)	571	1,651	2,213
loans	45	50	32
copies	526	1,601	2,091
filled (total)	435	1,089	1,655
loans	36	30	34
copies	399	1,059	1,621
unfilled	185	410	587
success rate	68%	75%	72%

What this doesn't show is the coresponding drop in requests received over LCS as more and more systems turn to the FAX for transmitting photo copy requests. I don't know for certain, but its a good bet that the systems prefer the FAX to LCS because they can just throw their ORIGINAL request (just as it came from their member library) on the machine and let it go. There is absolutely no difference in the turn around time bewteen LCS and FAX and the ease of use and the time savings in not having to retype the thing more than make up for the phone charge. As I said at the coordinator's meeting--its fine with me. They can send me any form they want to as long as I can read it and they give me someplace to write. Besides, FAX saves me time with referrals, no need to reformat, just FAX and forget. All in all I'd say FAX is enourmously popular. I know that ILLINET's use isn't exactly what GRMLN had in mind, but its obviously meeting a need.

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